



Job Description

SECTION 1

JOB DETAILS

Job Title: Health Care Assistant (Mental Health)

Contract Type Permanent

Contract Hours

Division/Directorate: Mental Health

Department/Ward: Seren Unit

Responsible to: Ward Manager

Accountable to: Lead Nurse RTE

Base:

Band: Band 2

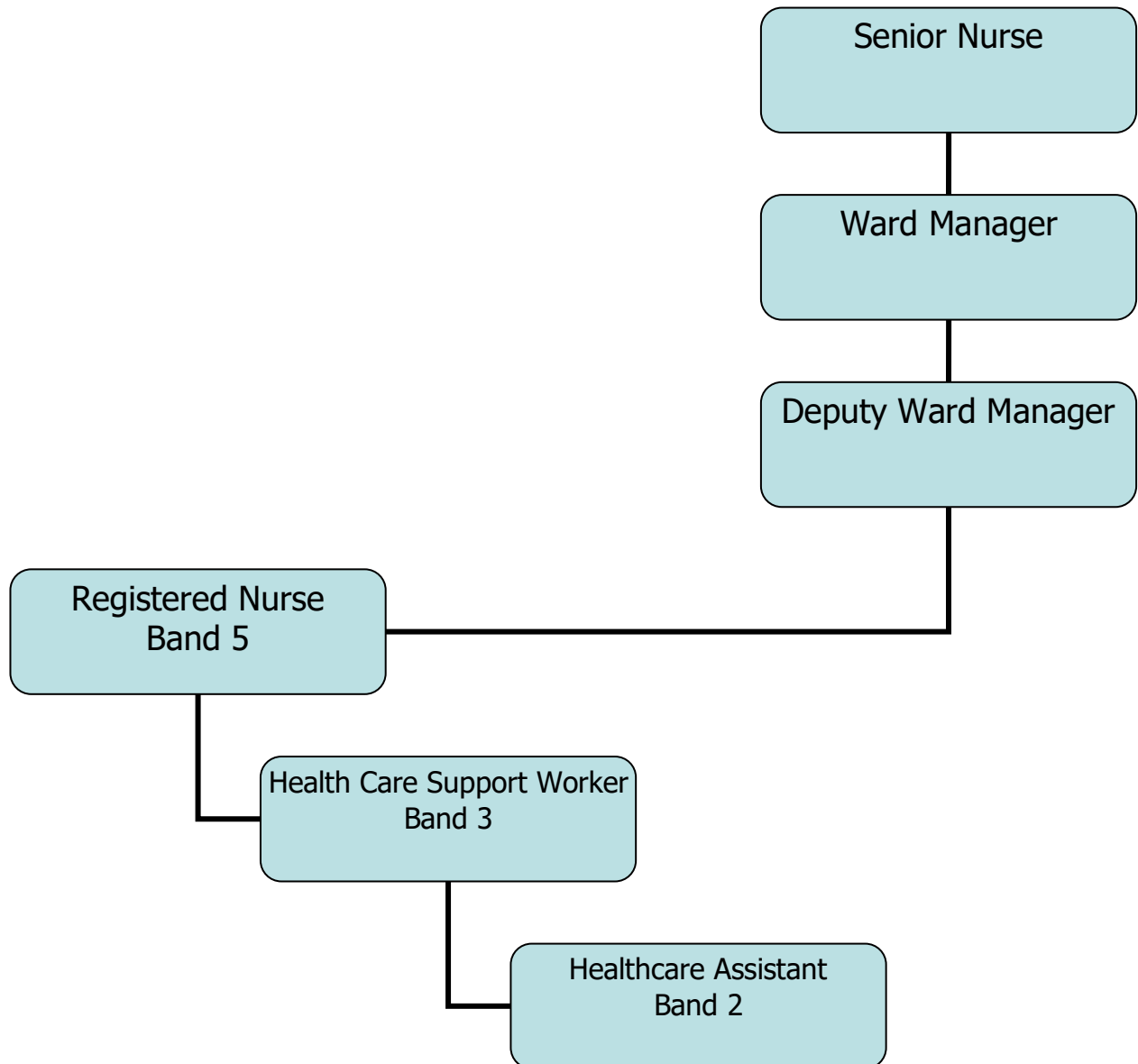
Main Purpose of the Job:

To support the provision of Health Care to the people experiencing acute mental ill health in an acute in-patient setting.

Principal Duties:

- Work within a Multidisciplinary Team under the direction of a registered nurse.
- To support the delivery of health care within the Care Programme Approach and in line with individual service user care plans
- Participate in supervision from Registered Nurses.
- Develop knowledge and skills via the appraisal and supervision process and keep up to date with statutory and mandatory training

Organisation Chart



SECTION 2

1. Communications and Relationships skills

The post holder will:

- Welcome service users into the ward
- Develop communication skills in order to convey routine information effectively to patients, carers and other staff, overcoming any barriers to understanding and providing support during distressing or emotional events
- Observe and report the effects of all interventions to the Registered Nurse and the multidisciplinary team through individual discussions, team meetings and clinical reviews.
- Answer the telephone in a polite and professional manner making sure that no information is given to the caller without consulting the registered nurse.
- Maintain accurate and timely records of all contact with service users/ carers/relatives and other clinical contacts.
- Ensure effective communication with all members of the Multi Disciplinary Team, advocates and relatives.
- Ensure all incidents which may compromise Health and Safety are reported in an appropriate and timely manner.

2. Knowledge, Training and Experience

The post holder will:

- Have NVQ Level 2 or equivalent competence gained through experience and supervision.
- Be required to attend relevant training including mandatory and statutory training.

3. Analytical and Judgmental Skills

The post holder will:

- Have an understanding of risk factors, reporting the patients condition to a registered nurse to ensure the delivery of safe care
- Be required to work within your level of competence and discuss any concerns you may have with your line manager. At no time should you work outside your level of competence.
- Provide written and verbal reports based on facts and observations.

4. Planning and Organisational Skills

The post holder will:

- With guidance from a Registered Nurse or Healthcare Support Worker

be responsible for prioritising and organising day to day workload and activities.

- Be required to attend relevant meetings, training and supervision as indicated by Registered Nurse.
- Assist in group work under the direct supervision of staff who facilitate groups

5. Physical Skills

The post holder will:

- Have keyboard and information technology skills to complete accurate and timely case recordings, communication via email and intranet and e-learning.
- Must be able to undertake Formal Restrictive Physical Intervention Training with annual up-dates.

6. Patient/Client Care Responsibilities

The post holder will:

- Support the delivery of a range of interventions required to support service users meeting their personal care needs ensuring safety, privacy and dignity is maintained at all times.
- Observe the safety of service users at all times and if requested account for their whereabouts.
- Assist with safe and supportive levels of engagement of patients deemed to be at risk of self harm
- Demonstrate a positive attitude towards service users' recovery which is based on commitment, hope and optimism.
- Develop rapport based upon a working relationship which maintains appropriate boundaries at all times.
- Work closely with service users to meet the needs and achieve the goals identified in their individual care plans.
- Provide practical support to service users and their carers to meet activities of daily living. Being mindful to promote skill-development and independence as far as possible.
- Forward requests for catering to the catering department
- Weigh patients and complete fluid balance and food charts as required

7. Policy and Service Development/Implementation

The post holder will:

- Act in accordance with the legal requirements and statutory rules relating to practice and all Health Board Policies and Procedures.
- Required to attend and participate in service development opportunities.
- Act in manner which promotes a positive image for Mental Health and

the Health Board at all times.

8. Financial and Physical Resources:

The poster holder will:

- Have a duty of personal care for any equipment used

9. Human Resources:

The post holder will:

- Adhere to the Policies and Procedures of the Health Board e.g. Sickness management, Annual Leave etc.
- Participate in supervision and Knowledge Skills Framework reviews, presenting evidence to support their personal and professional development.
- Demonstrate duties to new starters and students.

10. Information Resources:

The post holder will:

- Create accurate, contemporaneous clinical records utilising established systems within clinical teams.

11. Research and Development:

The post holder will:

- Participate and make information available for audit purposes

12. Freedom to Act :

The post holder will:

- Under the guidance and supervision of a Registered Nurse be required to contribute to the delivery of care within the scope of their competence.

Effort & Environment Factors:

The information requested below is for supplementary purposes, to support an accurate job matching outcome, by clearly identifying the post holder's exposure to certain conditions whilst undertaking the job role.

13. Physical Effort

The post holder will:

Be required to use a combination of sitting standing and walking throughout the day and will be required to undertake Restrictive Physical Interventions and training. Be required to use hoists for the bathing of patients.

14. Mental Effort

The post holder will:

Be required to concentrate for moderate periods of time whilst being subject to interruptions.

Be required to respond to unpredictable situations on occasions.

Be expected to deal with service users and families who may be distressed.

15. Emotional effort

The post holder will:

Be exposed to distressing situations and on occasional challenging behaviour when dealing regularly with serious mental illness e.g. exposed to unusual beliefs or acts of deliberate self harm and /or substance misuse.

16. Working Conditions

The post holder will:

Occasionally be exposed to unavoidable hazards e.g. requirement to work in situations where there is verbal and or physical aggression may occur.

May occasionally be exposed to body fluids.

SECTION 3

KSF Post Outline

Dimension Type	Dimension Number	Dimension Name	Foundation Gateway (Subset Outline)		Second Gateway (Full Outline)	
			Level	Indicator(s)	Level	Indicator(s)
Core	C1	Communication	1	As for full outline at this level	2	a-e
Core	C2	Personal and People Development	1	As for full outline at this level	2	a-f
Core	C3	Health, Safety and Security	1	As for full outline at this level	1	a-e
Core	C4	Service Improvement	1	As for full outline at this level	1	a-e
Core	C5	Quality	1	As for full outline at this level	2	a-e
Core	C6	Equality and Diversity	1	As for full outline at this level	1	a-d
Specific	HWB3	Protection of health and wellbeing	1	As for full outline at this level	1	a-c
Specific	HWB4	Enablement to address health and wellbeing needs.	1	As for full outline at this level	1	a-e
Specific	HWB7	Interventions and Treatments	1	As for full outline at this level	1	a-e

[Type text]

SECTION 4

Normal Hours

Normal working hours will be shift work of mornings, afternoons and nights over a 24 hour day, 365 days per year.

Performance Appraisal

You will be expected to participate in the Performance Development Programme, a part of which is Performance Appraisal.

Registered Health Professional

All employees of Cwm Taf Morgannwg Health Board who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

Lease Car

Not Applicable for this post

Job Limitation

At no time should you work at a level outside your level of competence. If you have concern regarding this please discuss immediately with your Line Manager/Supervisor. All staff therefore have a responsibility to inform those supervising their duties if they do not feel competent to perform a duty/task.

You must be aware of your Terms and Conditions of Service (read your Statement of Main Terms and Conditions)

If relevant to your role access advice and support from appropriately qualified persons in respect of on-site, on-call and call in arrangements.

Staff have a responsibility to access Occupational Health and other support for advice in times of need.

Risk Management/Health & Safety

[Type text]

The Cwm Taf Morgannwg Health Board is committed to protect its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the relevant Risk/Occupational Health & Safety Policies, actively participate in this process and have responsibility for managing risks and reporting exceptions.

Records Management

As an employee of Cwm Taf Morgannwg Health Board, you are legally responsible for all records that you gather, create or use as part of your work within the Organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users. You should consult your manager if you have any doubt as to the correct management of records with which you work.

Confidentiality of Information

Any matters of a confidential nature must not be divulged or passed on to an unauthorised person(s) or third party under any circumstances either during or after employment except in the proper course of your employment or as required by law, by Cwm Taf Morgannwg Health Board or both. Any such breach of confidentiality may be regarded as gross misconduct and may lead to disciplinary action.

Training & Development

All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

Review

The duties of this post are not inflexible and will be reviewed periodically and may be changed to be consistent with the grading of the post as the organisation develops following consultation with the post holder.

Equality

[Type text]

The Cwm Taf Morgannwg Health Board will take all practicable steps to ensure that staff are recruited, managed, developed, promoted and rewarded on merit and that equal opportunities are given to all staff. Each employee is responsible for his or her own professional and personal behaviour and there is a requirement of all staff to conduct themselves in a manner, which does not cause offence to another person. The Cwm Taf Morgannwg Health Board is also committed to providing a safe, healthy and fair working environment and will take all practicable steps to avoid and eliminate harassment of any kind of its employees at work.

Signed: (Post Holder)

Date:

Signed: (Directorate Manager)

Date:

Signed: (Divisional Manager)

Date

Date Job Description compiled:

Date for review:



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Person Specification

Job Title: Health Care Assistant		Band: 2	
Department:		Responsible to:	
Area	Essential at recruitment	Desirable	Assessed by
1. Education/Qualifications / Training	Have NVQ Level 2 or equivalent competence gained through experience and supervision.		Application Form Interview Production of evidence (certificates etc)
2. Experience		Experience of working in a mental health setting	Application Form Interview References
3. Skills	Good communication skills, both written and verbal. Ability to work on own initiative Ability to work as part of a Team Ability to keep calm in	IT Skills.	Application Form Interview References

	<p>stressful situations.</p> <p>Ability to demonstrate a person centred approach.</p> <p>Must be able to undertake Formal Restrictive Physical Intervention Training with annual up-dates</p>		
4. Knowledge	An understanding of the need to maintain professional boundaries.	Understanding and appreciation of mental health issues	Application Form Interview References
5. Personal Attributes	<p>Compliance with dress code</p> <p>Flexible to the needs of the service, confident and positive in approach</p> <p>Reliable and resilient.</p>	Ability to speak Welsh	Interview References
6. Circumstances e.g. Mobility/Availability-special attendance requirements	Able to mobilise yourself around your geographical area in a timely manner.		Application Form Interview
7. Physical Requirements and attributes	Must be able to undertake Restrictive Physical Intervention		Application Form Interview

	Training with annual up-dates.		Occupational Health Questionnaire
8. Any other special requirements not covered by 1-7 above	Satisfactory DBS Check		Interview References

Signed: (Post Holder)

Date:

Signed: (Directorate Manager)

Date:

Signed: (Divisional Manager)

Date

Date Person Spec. compiled:

Date for review: