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Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

ANEURIN BEVAN UNIVERSITY HEALTH BOARD JOB DESCRIPTION

JOB DETAILS:

Job Title	Health and Wellbeing Support Worker
Pay Band	Band 3
Hours of Work and Nature of Contract	24 Hours per week
Division/Directorate	Primary Care and Community/Frailty
Department	Blaenau Gwent Community Resource Team
Base	VITCC

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	CRT Manager
Reports to: Name Line Manager	Team Leads/Reablement Co-ordinator Manager
Professionally Responsible to:	CRT Manager

OUR VALUES:

Ein GWERTHOEDD yw...

Pobl yn gyntaf

Cyfrifoldeb personol

Angerdd am welliant

Balchder yn yr hyn a wnaem

People first

Personal responsibility

Passion for improvement

Pride in what we do

Am fwy o wybodaeth ffoniwch 01633 623801

For more information please contact the Organisational Development Team on 01633 623801

Job Summary/Job Purpose:

The post holder will visit people in their own homes to provide interventions as prescribed by registered health and social care professionals in accordance with their shared goal/support plan. This work will be supervised by registered professionals but post holders are expected to work independently when visiting the person. They will liaise regularly with members of the Community Resource Team, to ensure a plan is developed and delivered that meets all the person's health and social needs.

The post holder will be responsible for delivering the plan in collaboration with Community Resource Team members, the person and their carers. The plan will be altered in response to the changing needs of the person and their carers.

The post holder will be expected to participate in the development of the Community Resource Team. This will include taking responsibility for areas of service development, under the supervision of their line manager or team leaders. They will support the registered health and social care professionals of the Community Resource Team in the carrying out of their role. This will include support with their collective administrative responsibilities.

The service is provided 7 days per week, 365 days per year and staff are required to work their hours across 7 days per week.

DUTIES/RESPONSIBILITIES:**Clinical and Technical Tasks**

- To work with the people admitted to the service, to deliver the plan that has been agreed with the person, their carers and the Community Resource Team to support their activities of daily living and promote independence. Recognise when clients are unlikely to achieve full independence; maintain an ethos of promoting independence and liaise with appropriate staff for the hand over to longer term care when required.
- To establish close collaborative working relationships with the person, their families and carers, providing encouragement and support and at all times.
- To carry out specific delegated multidisciplinary interventions as part of the person's Goal/Support Plan.
- training
- To assist with and facilitate personal activities of daily living i.e. washing, dressing, undressing, grooming, toileting, oral care and basic foot care etc. in the clients' home/place of residence. This is often undertaken as a lone worker.

- To assist and enable the person to manage their continence and elimination needs, including emptying commodes, (chemical and non – chemical) where necessary. As well as support with catheter and stoma care as required.
- To use sensitive enquiry and observation to identify whether the person is potentially at risk from malnutrition or requires guidance from a dietician for healthier eating.
- To facilitate and support domestic activities of daily living such as meal and drink preparation etc.,
- To assist with the completion of therapy programmes provided by the Speech and Language Therapist (SALT) to aid the client in maintaining or regaining speech, language and communication skills.
- To complete clinical tasks after full demonstration and training to aid the client in eating, drinking and swallowing to maintain adequate nutrition and hydration.
- To assist the person with exercise programmes provided by the physiotherapy team to improve functional ability.
- To promote independence by undertaking indoor and outdoor mobility and transfers, as required and to assist with accessing community services when appropriate.
- To utilise appropriate aids and equipment as prescribed for manual handling and increased client independence or reduced care requirements in line with Manual Handling and Better Care training. Recognise where additional equipment may be indicated to increase safety, reduce care needs or increase independence and refer to the appropriate professional.
- To prompt/remind the person to take their medications. Only when suitably trained and signed off, assist the person with medication; supervised, directly or indirectly in line with the service policy. This may include requesting repeat prescriptions and collecting prescriptions.
- To promote, sign post, and support the person in maintaining social networks, family and friends, activities, new opportunities, support groups, voluntary organisations, informal support networks, graded support.
- Promote health and wellbeing, encouraging individuals to achieve their goals and independence.
- To request, deliver, demonstrate use and collect items of equipment as necessary to ensure that the teams' equipment and supplies are stored, maintained and used in accordance with both manufacturers and Health Boards' guidelines related to medical devices. To complete all the relevant paperwork to log equipment in and out as required.
- To support colleagues, peers, therapist and other members of the team by providing back up when a second person is required to attend to the persons care or therapeutic needs.

- To adhere to the rules and regulations for the correct use of PPE (Personal Protective Equipment) in accordance with current regulations and to ensure you do not expose yourself to undue risks.
- To maintain the required standards for uniform and dress code at all times of the working day in accordance with ABUHB Uniform Policy and Infection Prevention and Control Policy.

Liaison and Administration:

- To liaise closely with the Community Resource Team's registered health and social care professional staff regarding the person's progress, informing them promptly and on a daily basis of any change, concerns or deterioration in the person's health or needs as well as actively taking part in planning treatment, care and discharge arrangements.
- To take allocated responsibility for managing time and visits according to the needs of the service and in discussion with the Community Resource Team members during daily handover meetings.
- To be able to respond in a flexible manner if urgent visits are required to meet the needs of the service.
- To liaise with the person, carers, other professionals and agencies as appropriate, ensuring effective communication at all times.
- To keep accurate and up to date records, in accordance with the service policies and guidelines.
- To attend and contribute to team meetings, briefing sessions, and any other planned and relevant forums.
- Basic computer skills including typing and word processing.
- To be responsible for the input of data regarding the person into the in-house computer system.
- To record relevant information regarding the Community Resource Team's activity.
- To undertake delegated administrative and office tasks that support the smooth running of the Frailty Service and CRT.

Personal Development and Training:

- To actively participate in service development, appraisal and supervision systems. Including regular supervision sessions and annual PADR (Performance Appraisal Development review)
- To actively participate in relevant training programme including a positive attitude to QCF/Agored attainment and practice supervision within the team to enhance ability to fulfil role.
- To maintain compliance with the Health Boards ESR training through both online training and practical course attendance as directed.
- Ensure attendance to all in-house training opportunities to maintain own skill set for the job.

Other Duties/Responsibilities:

- To ensure confidentiality on all matters relating to people within our service and any other information obtained during the course of employment.
- To undertake such other duties as may be reasonably required from time to time, and as are consistent with the grade and responsibilities of the post; this may include providing cover for other intermediate care services.
- To have responsibility for the health, and welfare of self and others in the working environment; to follow safe working practices, and to comply at all times with the Frailty Service's Health and Safety Policies and Procedures.
- To work within the policies and guidelines set out by the Frailty Service Community Resource Team and any other relevant bodies.
- To adhere to the teams working practices around "Lone Working" and personal safety at all times.
- To be familiar with and adhere to the Health Boards policy on the use of Social Media maintaining the expected standards of confidentiality, respect and dignity at all times with regard to colleagues and clients.
- To use initiative and follow procedures and when required initiate discussions with relevant professionals. Give feedback where these procedures can be improved.
- Recognise and understand role boundaries and limitations
- Perform basic life support for individuals using appropriate resuscitation techniques and equipment.
- To follow the guidelines for requesting of annual leave and time off in accordance with the teams requirements for both planning and administration.

Data Protection

- Individuals employed within the Health Board are responsible for any records they create, use or handle. This responsibility is established at, and defined, by law.
- All employees working for or within the NHS and Blaenau Gwent County Council who record, handle, store or otherwise come across information, have a personal common-law duty of confidence. The Data Protection Act 1998 and GDPR legislation now places statutory restrictions on the use of personal information, including health information. All staff need to acknowledge the importance of health records and their personal responsibilities.
- Its security is of prime importance and serious consequences can result should a record go missing. Any disclosure of such information without permission is a disciplinary offence and may result in dismissal.

Flexibility Statement

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It will be periodically reviewed in the light of developing work requirements and, in consultation with the post holder may well be changed from time to time to meet changes in the Health Board's requirements.

The post holder may be required to provide cover for other clinical areas during periods of staff shortages, leave or sickness. Detailed task / role profile will be agreed and reviewed with the post holder with the line manager.

Name of Post Holder

Signature of Post Holder

Name of Manager

Signature of Manager

Date Agreed

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years' experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post. Essential criteria must not state "or willing to work towards" any qualification.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	QCF/NVQ/GNVQ Level 3 or equivalent in Health and/or Social Care	Agored Level 3 Diploma units	Application form and pre-employment checks
Experience	Experience working as part of a team, or ability to do this. Experience of working formally or in a voluntary capacity with older people, people with disabilities	Experience of working with people in a care delivery capacity Previous, recent experience working as health care assistant, home carer or support worker/therapy assistant. Experience of office administration and/or evidence of having administrative skills. Experience of providing rehabilitation support Previous experience of working in the community Previous experience of working in intermediate care services	Application form and interview
Aptitude and Abilities	Ability to listen to people and take account of their expressed needs and establish rapport. Ability to treat people with dignity, respecting their wishes and privacy. Ability to support people in making informed choices and ensure that they are involved in all stages of decisions regarding their care.	Ability to speak Welsh	Interview

	<p>Ability to promote independence with a specific interest in the rehabilitation of adults to achieve independence.</p> <p>Ability to work without direct supervision, to use initiative appropriately, and to seek guidance and support appropriately.</p> <p>Ability to reflect on practice, willingness to learn and problem solve.</p> <p>Self-motivated, and ability to motivate people.</p> <p>Ability to organise self, and to prioritise workload.</p> <p>Ability to maintain satisfactory records and documentation relevant to role</p> <p>Good communication skills, written and verbal.</p> <p>Ability to work co-operatively and effectively as part of multi-professional team.</p> <p>Basic IT skills, or willingness to develop these.</p>		
Values	Additional demonstrable qualities that may be beneficial to the role, e.g. care, compassion, competence, communication, courage and commitment.		Application Form Interview References
Other	<p>The ability to perform and cope with all aspects of manual handling as demanded by the job role.</p> <p>The ability to adapt to changes in work routine.</p> <p>The ability to move between sites within ABUHB or patients' residences as required by the job role.</p>		Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements:

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees 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.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health,

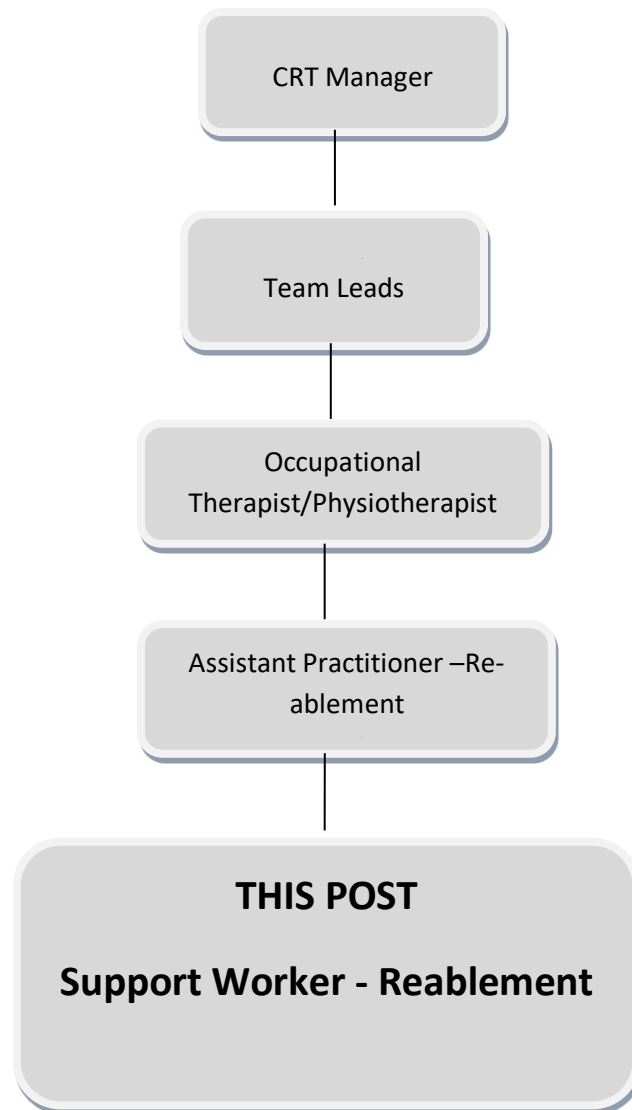
staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

JOB TITLE: Healthcare Support Worker (Band 3) – Community Resource Team (Frailty)

Organisational Chart



JOB TITLE: Support Worker – Reablement

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Lifting equipment	Daily	Varies	
Independently mobile to a range of locations within the community e.g. to patient homes	Daily	Varies	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration of patient treatment, care plans, observations	Daily	Most of working shift	
Concentration on driving in busy/ wet/ dark conditions/ uneven roads/ steep roads	Daily	Throughout working shift	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Care of patients with acute illness/challenging patient behaviour	Daily	Varies	
Dealing with difficult family circumstances	Daily	Varies	
Occasional exposure of safeguarding issues	Varies	Varies	
Challenging patient behaviour	Varies	Varies	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per day / week / month?	For how long?	Additional Comments
Contact with bodily fluids, physical aggression	Daily	Varies	
Exposure to patients homes, smells, noise, fumes, pets, stairs, uneven access etc.	Daily	Most of working shift	
Regular driving with Potential exposure to factors affecting driving eg traffic jams, wet roads, dark roads, road traffic accidents	Daily	Throughout shift	