



A.B.M.U. Local Health Board JOB DESCRIPTION

Job Title: Health Care Support Worker /Generic (HCSW)
Grade: Band 2.
Directorate: Swansea Locality Integrated Medicine

ORGANISATIONAL ARRANGEMENTS

Clinically and Professionally Responsible to: Head of Nursing via line management system (Ward Manager – Lead Nurse – Senior Nurse)

Managerially Responsible to: Head of Nursing via line management system (Ward Manager – Lead Nurse – Senior Nurse)

ROLE

The role of the HCSW is that of support to the registered nurse and other practitioners in the running of the unit to promote optimum level of patient care/experience.

MAIN DUTIES AND RESPONSIBILITIES

1. Communicate effectively with patients and colleagues
2. Assist the professional in maintaining the patients' standards of personal hygiene
3. Assist the professional in meeting the patients' nutritional needs
4. Assist the professional in the observation of the patient, and report findings
5. Assist the professional in the care of the patient undergoing investigation
6. Assist the professional in meeting the patient's social, emotional needs
7. Assist the professional and patient in individual activity programme
8. Assist the professional in his/her role as health educator/promoter

STAFF DEVELOPMENT AND TRAINING

1. The individual should maintain a high standard of personal hygiene and ensure that she/he is always dressed according to Ward/Department Policy.
2. To maintain a high standard of safety in accordance with the Health and Safety at Work Act 1974
3. To comply with the Health Boards Policy and Procedures and attend up date sessions where relevant
4. To promote self development through continuing learning
5. To attend Ward meetings as appropriate to the work area
6. To be aware of the importance of maintaining confidentiality at all times

7. To undertake training leading to levels of competency in accordance with the National Vocational Qualifications

ADMINISTRATION AND CLERICAL DUTIES

1. To support the unit, undertaking basic receptionist duties as required, to include basic Myrddin work, after appropriate training has been given.
2. To be aware of the importance of effective telephone skills and of the importance of maintaining confidentiality
3. As required to liaise with departments such as Medical records.
4. To pass on information where appropriate to the person concerned
5. To be aware of the policies regarding patients' notes, records and documentation
6. To report accidents, mishaps and complaints and any necessary repairs to the person in charge

OTHER DUTIES

1. Adhere to infection control policies and procedures.
2. Promotion of cleanliness and hygiene within the care environment, to prevent cross infection
3. Ensure that equipment is cleaned and stored correctly after use
4. Maintain and control stock as required
5. To act as a link in conveying messages/reports etc. as required

This job description is not finite and will be reviewed periodically in consultation with the post holder.

This post will be subject to a disclosure check by the Criminal Records Bureau.

NOTE

HEALTH AND SAFETY

The post holder must ensure that they comply with Health and Safety Legislation and supporting health and safety policies and procedures.

The post holder must ensure that they operate in a safe manner at all times, ensuring the safety of themselves or others.

The employee must ensure that they attend appropriate statutory training as deemed necessary by their Line Manager/Departmental Manager.

NO SMOKING POLICY

The ABMU LHB adopts a policy of encouraging its entire staff not to smoke for the benefit of their health.

Smokers are welcome to apply for posts and their applications will be treated on the same basis as those of non smokers

Smoking is not permitted at the workplace and applicants are advised to discuss this at interview if they are smokers.



MEDICINE DIRECTORATE

PERSON SPECIFICATION

Job Title: Health Care Support Worker

Grade: Band 2

| Attributes | Essential | Desirable | Method of Assessment |
|------------------------------|---|--|----------------------------------|
| Qualifications | <ul style="list-style-type: none"> Basic numeracy and literacy skills | <ul style="list-style-type: none"> NVQ in Healthcare Level 2 or 3 | Application form |
| Experience | <ul style="list-style-type: none"> Healthcare experience is not essential Evidence of employment after leaving school | <ul style="list-style-type: none"> Healthcare experience, e.g. nursing home, nurse bank, nursing agency | Application/Interview/References |
| Skills, Knowledge, Abilities | <ul style="list-style-type: none"> Good communication skills Good organisational skills Ability to work as part of a team | <ul style="list-style-type: none"> Basic I.T. skills To be working towards or prepared to undertake NVQ training | Application/Interview |
| Personal Characteristics | <ul style="list-style-type: none"> Patient and understanding Motivated and enthusiastic Approachable and friendly Team worker Flexible approach to work Confident and polite Professional / well groomed | Ability to speak welsh | Application/Interview/References |