



Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ
Ffôn/Phone : (029) 20196161
<https://velindre.nhs.wales>

Date: 24th September 2024
Ref: CORP 2024 - 163

Dear xxx

Freedom of Information request: Band 2 and 3 Staff (CORP 2024 – 163)

Thank you for your request for information which the Trust received on 20th August 2024. We apologise for the delay in response.

Your Request and the Trust's response is contained within Appendix 1 below.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

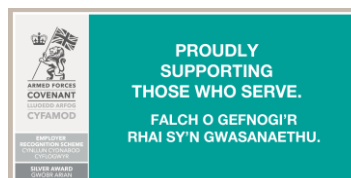
You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff / Caerdydd
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

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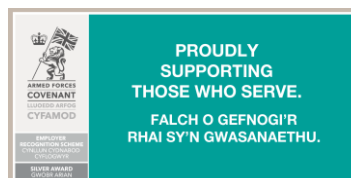
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Yours sincerely

**Non Gwilym
Interim Director of Corporate Governance**

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2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

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Question 1: How many Band 2 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker) are currently employed by the Trust? - 25

Question 2: How many Band 3 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker) are currently employed by the Trust? - 128

Question 3: Please list the total number of Band 2 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker) by Ward/Department/Unit/Clinic?

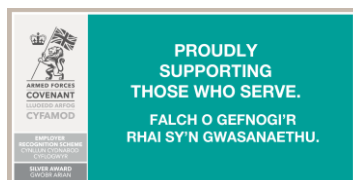
| Org L5 | Pay Scale Description | Count of Employee Number |
|-----------------------------|-----------------------|--------------------------|
| 120 VCC Nursing Section | Review Body Band 2 | * |
| 120 VCC Outpatients Section | Review Body Band 2 | * |
| 120 VCC Pharmacy Section | Review Body Band 2 | * |
| 120 WBS Collection Section | Review Body Band 2 | * |
| Grand Total | | 25 |

* Where the figure provided is less than 6, and where simple calculations could identify fields that contain less than 6, the Trust has applied an exemption under Section 40(2) (personal data) of the Freedom of Information Act 2000. This is because the Trust believes there is a potential risk of individuals being able to be identified if the figures were disclosed.

Question 4: Please list the total number of Band 3 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker) by Ward/Department/Unit/Clinic?

| Org L5 | Pay Scale Description | Count of Employee Number |
|------------------------------------|-----------------------|--------------------------|
| 120 VCC Nursing Section | Review Body Band 3 | 24 |
| 120 VCC Outpatients Section | Review Body Band 3 | * |
| 120 VCC Pharmacy Section | Review Body Band 3 | * |
| 120 VCC Radiation Services Section | Review Body Band 3 | * |
| 120 VCC Therapies Section | Review Body Band 3 | * |
| 120 WBS Clinical Section | Review Body Band 3 | * |
| 120 WBS Collection Section | Review Body Band 3 | 77 |
| Grand Total | | 128 |

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Question 5: What is the voluntary resignation rate for Band 2 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker) over the last 12 months? - 0%

Question 6: What is the voluntary resignation rate for Band 3 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker) over the last 12 months? - 87.5%

Question 7: What is the total labour turnover rate for Band 2 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker) over the last 12 months? – 0%

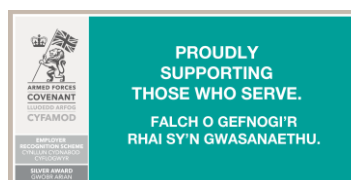
Question 8: What is the total labour turnover rate for Band 3 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker) over the last 12 months? - 25.08%

Question 9: What is the current vacancy rate for Band 2 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker)? Please provide the actual number and what percentage of the FTE total this represents.

| Band 2 Staff Staff Category | WTE | | | Vacancy Rate % |
|--------------------------------|--------|--------|---------|-------------------|
| | Budget | Actual | Vacancy | |
| Healthcare Assistant | 40.69 | 35.75 | 4.94 | 12.14% |
| Healthcare Support Worker | 19.71 | 15.91 | 3.8 | 19.28% |
| Clinical Support Worker | 0 | 0 | 0 | 0.00% |
| Nursing Assistant | 0 | 0 | 0 | 0.00% |
| Maternity Support Worker | 0 | 0 | 0 | 0.00% |

Question 10: What is the current vacancy rate for Band 3 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker)? Please provide the actual number and what percentage of the FTE total this represents.

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| Band 3 Staff | WTE | | | Vacancy Rate % |
|---------------------------|----------------|--------|--------|----------------|
| | Staff Category | Budget | Actual | |
| Healthcare Assistant | 4.36 | 3.36 | 1 | 22.94% |
| Healthcare Support Worker | 106.32 | 95.2 | 11.12 | 10.46% |
| Clinical Support Worker | 0 | 0 | 0 | 0.00% |
| Nursing Assistant | 0 | 0 | 0 | 0.00% |
| Maternity Support Worker | 0 | 0 | 0 | 0.00% |

Question 11: When were the Band 2 Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker job descriptions last updated?

The job description will be reviewed each time the recruitment process is undertaken, if significant updates are made these are re-evaluated through the AFC job matching process. If minor amendments are made with its quality assessed in partnership with our Trade Union colleagues. Dates of these are answered in question 15.

Question 12: When were the Band 3 Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker job descriptions last updated?

The job description will be reviewed each time the recruitment process is undertaken, if significant updates are made these are re-evaluated through the AFC job matching process. If minor amendments are made with its quality assessed in partnership with our TU colleagues. Dates of these are answered in question 16.

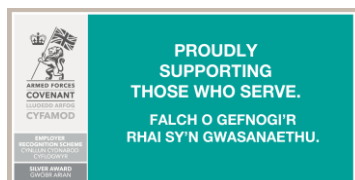
Question 13: Please provide copies the most up-to-date job descriptions and the job descriptions preceding the latest update for Band 2 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker).

Please see Appendix 1 and 2.

Question 14: Please provide copies the most up-to-date job descriptions and the job descriptions preceding the latest update for Band 3 staff with the following job titles: Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker.

Please see Appendix 3 and 4.

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Question 15: When was the last time that the roles of Band 2 Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker were reviewed at a Job Evaluation matching panel?

| | |
|------------------------------|------------|
| Healthcare Assistant B2 | 03/09/2019 |
| Healthcare Support Worker B2 | 11/10/2023 |

Question 16: When was the last time that the roles of Band 3 Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker were reviewed at a Job Evaluation matching panel?

| | |
|------------------------------|------------|
| Healthcare Assistant B3 | 24/09/2019 |
| Healthcare Support Worker B3 | 11/10/2023 |

Question 17: Please provide copies of the Job Matching Report from the most recent Job Evaluation matching panel review of the following roles: Band 2 Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker.

Please see Appendix 5 and 6.

Question 18: Please provide copies of the Job Matching Report from the most recent Job Evaluation matching panel review of the following roles: Band 3 Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker.

Please see Appendix 7 and 8.

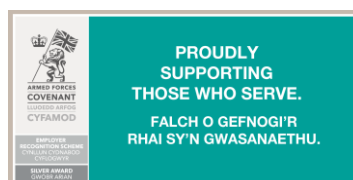
Question 19: Please provide a copy of the Trust's local Job Evaluation Policy.

Please see Appendix 9.

This policy is currently being maintained under the status quo rules due to an NHS Wales Policy being developed in partnership which will be adopted by the Trust.

Question 20: Please provide copies of the training and competency frameworks used locally for Band 2 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker) and Band 3 staff with the following job titles (Healthcare Assistant, Healthcare Support Worker, Clinical Support Worker, Nursing Assistant, Maternity Support Worker).

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Clinical Training Lead confirmed 17/09/2024 that there is no specific training or competency framework used for these posts outside of local induction training.

Question 21: Please list all Band 2 job titles currently on the trusts establishment along with each current vacancy rate?

We do not have the vacancy rate but are able to provide the list of job titles:

- Administration Assistant Cancer Services
- Administrator
- Cashier
- Clerical Officer Facilities
- Clinic Support Assistant
- Clinic Support Assistant Blood and Blood Components
- Donor Contact Centre Administrator
- Donor Contact Centre Advisor
- Donor Engagement Assistant
- Driver
- Driver/Service Yard Assistant
- Facilities Assistant
- Health Records Assistant
- Healthcare Assistant
- Healthcare Support Worker
- Hybrid Porter/Stores Assistant
- Materials Management Stores Person
- Medical Laboratory Assistant
- Medical Laboratory Assistant / Driver
- Medical Records Receptionist
- Nursing Support Receptionist/Administrator
- Outpatients Administrator
- Pharmacy Assistant
- Pharmacy Clerical Officer
- Porter
- Porter/General Assistant
- Quality and Safety Administration Assistant
- Quality Assurance Administrator
- Radiotherapy Helper
- Reception Administration Officer
- Receptionist

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- Stores Operative
- Switchboard Operator / Receptionist
- Ward & Department Housekeeper
- Ward & Dining Room Catering Assistant
- Welsh Language Donor Contact Centre Advisor
- WTAIL Archivist

Question 22: Please list all Band 3 job titles currently on the trusts establishment along with each current vacancy rate?

We do not have the vacancy rate but are able to provide the list of job titles:

- Accountancy Support Officer
- Administration Assistant
- Administrational Assistant
- Administrative Assistant
- Administrative Support Officer
- Anaemia Assistant Administration Assistant
- Business Continuity & Risk Administrator
- Clerical Officer
- Clinic Collection Assistant
- Clinic Collection Assistant Blood & Blood Components
- Clinic Coordinator
- Clinical Governance Support Officer
- Clinical Training Administrator
- Collections Operations Administrator
- Dietetic Assistant
- Directorate Admin Support
- Donor Carer - Driver
- Donor Carer II
- Donor Health Care Support Worker
- Driver
- Facilities Officer
- Finance Assistant
- Fundraising Support Officer
- Health Care Support Worker: Radiotherapy
- Healthcare Support Worker
- Laboratory Services Administrator
- Logistics and Planning Administrative Assistant

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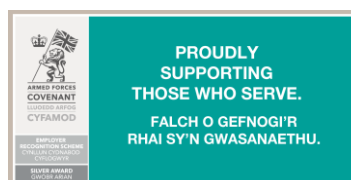
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- Macmillan Welfare Rights Support Worker
- Maintenance Generic Worker
- Medical Secretary Assistant
- Medical Staffing Administrator
- Operational Services Administrative Assistant
- Operational Services Supervisor
- People & OD Apprentice
- People and Organisational Development Administrator
- Pharmacy Assistant
- Pharmacy Assistant (T)
- Planning Administration Support
- Radiotherapy Clerical Officer
- Receptionist / Executive Support Assistant
- Registration Booking Clerk
- Resource Support Assistant
- Senior Healthcare Assistant
- Senior Healthcare Support Worker
- Senior Pharmacy Clerical Officer
- Student Nurse (B3)
- Therapies Clinic Coordinator
- Transport Driver
- Welfare Support Officer
- WTAIL Service Support Administrator

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VELINDRE JOB DESCRIPTION TEMPLATE

JOB DETAILS:

| | |
|---|--------------------------------|
| Job Title | Health Care Support Worker |
| Pay Band | Band 2 |
| Hours of Work and Nature of Contract | To be completed on recruitment |
| Division/Directorate | Velindre Cancer Centre |
| Department | Nursing |
| Base | Velindre Cancer Centre |

ORGANISATIONAL ARRANGEMENTS:

| | |
|---------------------------------------|---------------------------|
| Managerially Accountable to: | Ward Sister/ Ward Manager |
| Reports to: Name Line Manager | Ward Sister/ Ward Manager |
| Professionally Responsible to: | Head of Nursing |

| | |
|--------------------|--|
| Accountable | <ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour |
| Bold | <ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach |
| Caring | <ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions |
| Dynamic | <ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt |

Job Summary/Job Purpose:

The post holder will work as an integral part of the clinical nursing team to support the ward areas. The post holder will be responsible for supporting clinical and non-clinical practices within the ward environment. The role will facilitate systems and processes that assist in the fundamental of care delivery to the patient to include stock maintenance, taking and recording of observations and to assist with the basic physical and emotional care of patients and their families as directed and under direct supervision of a qualified nurse

Please be aware that you may be required to cover in Chemotherapy Service, Outpatients or Inpatients.

DUTIES/RESPONSIBILITIES:**1. CARE MANAGEMENT**

- To assist nursing staff and the multi disciplinary team (MDT) in the assessment process by contributing to developing a picture of patients' needs.
- To assist in the delivery of care as identified in the patient's care plan. At all times reporting observations on progress or deterioration to the nurse in charge.
- To undertake care in accordance with the standards of care set out in the Fundamentals of Care.
- To develop skills and experience at carrying out delegated duties in respect of the physical and psychological needs of the patient under the supervision of the registered nurse in charge.
- To respect the patient/carers and representatives, being sensitive at all times to their views and wishes.
- To maintain a safe environment for the patient.

- To assist patients where necessary, with all aspects of personal hygiene.
- To maintain the dignity of the patient at all times and provide the maximum amount of privacy.
- To respect confidential information obtained in the course of one's duties, always referring to the nurse in charge who will facilitate necessary information sharing.

PROFESSIONAL DEVELOPMENT & SUPERVISION

- To identify a personal development plan incorporating measures both through training and self directed study/experiences.
- Complete essential training requirements.
- To undertake NVQ training as part of personal development plans.
- To work in accordance with Velindre University NHS Trust policy and procedures in all aspects of practice and delegated duties.
- To assist with the support of new team members.
- To actively participate in appraisal training.
- Contribute to all clinical governance activity.
- Work as a member of the MDT.
- Participate in team meetings and development projects.
- Contribute to a positive clinical environment in which people feel valued and motivated.

- To be responsible for communicating effectively both verbally and in writing with other members of the MDT.
- To develop with their line manager a personal development plan which builds upon a repertoire of established skills.
- To participate in an on going education process.
- To actively contribute to the maintenance of standards by informing the clinical lead/nominated deputy, of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.
- To work at all times within the boundaries of the delegated duties, at no time undertaking procedures/interventions that have not been agreed by the clinical lead/nominated deputy.
- Escort duties will be required as deemed appropriate by the clinical lead/nominated deputy.
- Contribute to reporting arrangements eg complaints, incident reporting.
- Be prepared to work flexibly in undertaking other duties as required, both within and outside of the designated service area.

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.

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|--|---|--|--|
| Qualifications and/or Knowledge | Good general standard of education NVQ level 2 or equivalent experience | | Application form and pre employment checks |
| Experience & Knowledge | Previous experience working as a healthcare assistant in hospital ward/care home setting Demonstrate good knowledge of Health and Safety / confidentiality. Healthcare work Basic Nursing Care | All Wales patient manual handling passport/ evidence of skills knowledge and development/ experience of dealing with distressed patients/carers Willingness to undertake training required to enhance the role | Application form and interview |
| Aptitude and Abilities | Excellent communication skills Excellent Organisational skills Evidence of team working. Basic clinical skills | Ability to speak Welsh Level 1. | Interview |

| | | | |
|---------------|---|--|---|
| Values | Commitment Adaptability Good time management Self motivated Good communication skills | | Application Form Interview References |
| Other | Flexible working hours according to service need | | Application form and interview |

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust 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 Act 1998:** 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 Data Protection Act 1998 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 (Data Protection Act) and the HB 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
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 is committed to ensuring that no job applicant or employee receives less favourable treatment on 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.

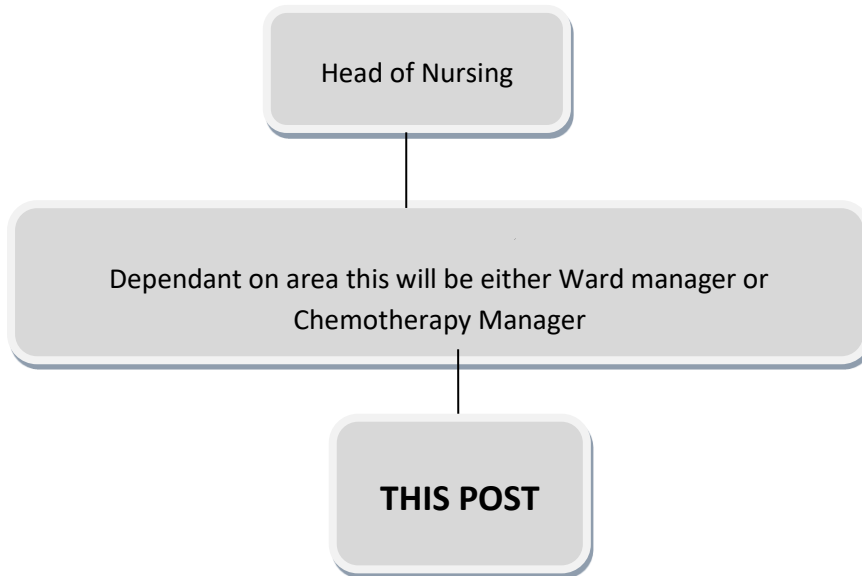
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director 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 contact with patients in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **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 Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board 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: _____

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Job Title: Health Care Support Worker Band 2

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. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B.** Walking /driving to work is not included'

| Examples of Typical effort(s) | How often per day / week / | For how long? | Additional Comments |
|---|--|--|---|
| Patient Manual Handling | Daily | Depending on Patient need | This includes using hoists, sliding sheets, washing patients |
| Long periods of time standing / walking | Daily | Depending on needs of the service | |
| Sitting for long periods of time to special patients | As and when required, depending on needs of the | Maximum of 6 hrs per time | |

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. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

| Examples of Typical effort(s) | How often per day / week / month? | For how long? | Additional Comments |
|--------------------------------------|--|----------------------------------|----------------------------|
| Performing patient care | Daily | Depending on Patient need | |
| Fluid balance, observations | Daily | Depending on Patient need | |
| | | | |
| | | | |

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. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, ' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

| Examples of Typical effort(s) | How often per week / month? | For how long? | Additional Comments |
|--|------------------------------------|--|----------------------------|
| Caring for terminally ill patients | Daily | Between 6 – 12 hours dependant on shift | |
| Dealing with difficult emotional and sensitive situations | Daily | Between 6 – 12 hours dependant on shift | |
| | | | |
| | | | |

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. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

| Examples of Typical Conditions | How often per week / month? | For how long? | Additional Comments |
|---|-----------------------------|---|---------------------|
| Dealing with bodily fluids, faeces, vomit, sputum | Daily | Between 6 – 12 hours dependant on shift | |
| | | | |
| | | | |
| | | | |

JOB TITLE Health Care Support Worker (Band 2)

JOB OVERVIEW

The post holder will work as an integral part of the clinical nursing team to support in effective and timely delivery of patient care. The post holder will be responsible for supporting clinical and non-clinical practices within the ward/unit environment.

Please be aware that you may be required to support/cover in other clinical areas within the hospital setting. .

Main Duties of the Job

The role will facilitate systems and processes that assist in the delivery of health and care standards to include stock maintenance, taking and recording of observations and to assist with the basic physical and emotional care of patients and their families as directed and under direct supervision of a qualified nurse.

Responsible to

Reporting: Ward/Unit Manager

Accountable: Ward/Unit Manager

Professionally: Head of Nursing

Main Responsibilities

- To assist nursing staff and the multidisciplinary team (MDT) in the assessment process by contributing to developing a picture of patients' needs.

- To assist in the delivery of care as identified in the patient's care plan. At all times reporting observations on progress or deterioration to the nurse in charge.
- To undertake care in accordance with the Health Care Standards.
- To develop skills and experience at carrying out delegated duties in respect of the physical and psychological needs of the patient under the supervision of the registered nurse in charge.
- To respect the patient/carers and representatives, being sensitive at all times to their views and wishes.
- To exercise empathy and tact when communicating with patient and relatives where there may be barriers to understanding.
- To maintain a safe environment for the patient.
- To assist patients with their personal care needs including, hygiene, nutrition and hydration needs
- To maintain the dignity of the patient at all times and provide the maximum amount of privacy.
- To respect confidential information obtained in the course of one's duties, always referring to the nurse in charge who will facilitate necessary information sharing.
- To assist in the care of patients with terminal illness, confusion, dementia and those requiring 1:1 supervision, maintaining dignity and respect at all times.
- To assist in ensuring that the clinical area is kept clean and tidy, e.g. participating in general housekeeping, adhering to guidelines in the disposal of linen etc in accordance with Trust Policies.
- Identify equipment not in good working order, reporting any faults to the Ward/Unit Manager and the Estates Department.
- Maintain, store and retrieve accurate records using manual and computerised systems in line with local policy.

PROFESSIONAL DEVELOPMENT & SUPERVISION

- To identify a personal development plan incorporating measures both through training and self-directed study/experiences.
- Complete essential training requirements.
- To undertake NVQ training as part of personal development plans.
- To work in accordance with Velindre University NHS Trust policy and procedures in all aspects of practice and delegated duties.
- To adhere to the Code of Conduct for Healthcare Support Workers in Wales under the direction, and close supervision of and reporting to a registered nurse. All delegated activities will be in line with the HEIW All Wales Guidelines for Delegation.
- To assist with the support of new team members.
- Participates in occasional research activity such as audits and surveys under the supervision of the qualified nurse.
- To actively participate in appraisal training.
- Contribute to all clinical governance activity.
- Work as a member of the MDT.
- Participate in team meetings and development projects.
- Contribute to a positive clinical environment in which people feel valued and motivated.
- To be responsible for communicating effectively both verbally and in writing with other members of the MDT.

- To develop with their line manager a personal development plan which builds upon a repertoire of established skills.
- To participate in an on-going education process.
- To actively contribute to the maintenance of standards by informing the clinical lead/nominated deputy, of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.
- To work at all times within the boundaries of the delegated duties, at no time undertaking procedures/interventions that have not been agreed by the clinical lead/nominated deputy.
- Escort duties will be required as deemed appropriate by the clinical lead/nominated deputy.
- Contribute to reporting arrangements e.g. complaints, incident reporting.
- Be prepared to work flexibly in undertaking other duties as required, both within and outside of the designated service area.

| Qualifications and Knowledge | Experience |
|------------------------------|------------|
| Essential | |

| | |
|--|--|
| <p>Good general standard of education NVQ level 2 or equivalent experience</p> <p>Desirable</p> <p>All Wales patient manual handling passport. Evidence of skills/knowledge and development. Experience of dealing with distressed patients/carers</p> <p>A willingness to undertake training required to enhance the role such as the taking of peripheral bloods.</p> | <p>Previous experience working as a healthcare assistant in hospital ward/care home setting.</p> <p>Demonstrate good knowledge of Health and Safety/confidentiality.</p> <p>Basic Nursing Care</p> |
| <p>Skills and Attributes</p> | <p>Other</p> |
| <p>Excellent communication skills</p> <p>Excellent Organisational skills</p> <p>Evidence of team working</p> <p>Basic clinical skills</p> <p>Commitment</p> <p>Adaptability</p> <p>Good time management skills</p> <p>Self-motivated</p> <p>Good communication skills</p> | <p>Flexible working hours according to the needs of the service.</p> <p>Desirable</p> <p>Welsh Speaker (level 1) or willingness to work towards</p> |



CAJE REF: 2019/0086

VELINDRE JOB DESCRIPTION TEMPLATE

JOB DETAILS:

| | |
|---|--------------------------------|
| Job Title | Health Care Support Worker |
| Pay Band | Band 3 |
| Hours of Work and Nature of Contract | To be completed on recruitment |
| Division/Directorate | Velindre Cancer Centre |
| Department | Nursing |
| Base | Velindre Cancer Centre |

ORGANISATIONAL ARRANGEMENTS:

| | |
|---------------------------------------|---------------------------|
| Managerially Accountable to: | Ward Sister/ Ward Manager |
| Reports to: Name Line Manager | Ward Sister/ Ward Manager |
| Professionally Responsible to: | Head of Nursing |

| | |
|--------------------|--|
| Accountable | <ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour |
| Bold | <ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach |
| Caring | <ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions |
| Dynamic | <ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be Innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt |

Job Summary/Job Purpose:

The post holder will work as an integral part of the clinical nursing team to support the ward areas. The post holder will be responsible for supporting clinical and non-clinical practices within the ward environment. The role will facilitate systems and processes that assist in the fundamental of care delivery to the patient to include stock maintenance, taking and recording of observations and to assist with the basic physical and emotional care of patients and their families as directed and under direct supervision of a qualified nurse

Please be aware that you may be required to cover in Chemotherapy Service, Outpatients or Inpatients.

DUTIES/RESPONSIBILITIES:**Care Management**

- To assist nursing staff and the multi disciplinary team (MDT) in the assessment process by contributing to developing a picture of patients' needs.
- To assist in the delivery of care as identified in the patient's care plan. At all times reporting observations on progress or deterioration to the nurse in charge/clinical lead.
- To develop skills and experience at carrying out delegated duties in respect of the physical and psychological needs of the patient not always under the supervision of the Registered nurse in charge.
- To respect the patient/carers and representatives being sensitive at all times to their views and wishes.
- Following appropriate risk assessments by a qualified nurse, work with the patient and carers to minimise identified risk.
- To maintain the dignity of the patient at all times and provide the maximum amount of privacy
- To respect confidential information obtained in the course of one's duties always referring to the nurse in charge/ clinical lead who will facilitate necessary information sharing.

- To undertake simple wound dressings as described in the patients care plan that have been assessed by a qualified nurse
- To record specific patient observations as delegated by the qualified nurse immediately reporting any changes
- To support patients with long term conditions by undertaking screening activities as delegated by the clinical lead.

Professional Development & Supervision

- To identify a personal development plan incorporating measures both through training and self directed study/experiences.
- Complete Essential training requirements.
- To work in accordance with Powys Local Health Board policy and procedures in all aspects of practice and delegated duties.
- To assist with the support new team members and those undertaking NVQ qualifications.
- Participate in meetings and development projects
- Contribute to a positive clinical environment in which people feel valued and motivate.
- To be responsible for communicating effectively both verbally and in writing with other members of the MDT.
- To participate in an on going education process.
- To actively contribute to the maintenance of standards by informing the Clinical Lead/nominated deputy of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.
- To work at all times within the boundaries of the delegated duties at no time undertaking procedures/ interventions that have not been agreed by the Clinical Lead/nominated deputy.

- Contribute to reporting arrangements e.g. complaints, incident reporting.
- Be prepared to work flexibly in undertaking other duties as required both within and outside of the designated service area.

Managerial Responsibilities

- To actively contribute, participate and maintain the full range of clinical governance activities both within and outside of the clinical settings
- To plan own work and in some cases that of more junior Health care Assistants

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.

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|--|--|--|--|
| Qualifications and/or Knowledge | Good general standard of education | NVQ level 2 | Application form and pre employment checks |
| Experience & Knowledge | <p>Previous experience working as a healthcare assistant in hospital ward/care home setting</p> <p>Demonstrate good knowledge of Health and Safety / confidentiality.</p> <p>Healthcare work</p> <p>Basic Nursing Care</p> | <p>All Wales patient manual handling passport/ evidence of skills knowledge and development/ experience of dealing with distressed patients/carers</p> <p>Willingness to undertake training required to enhance the role</p> | Application form and interview |
| Aptitude and Abilities | <p>Excellent communication skills</p> <p>Excellent Organisational skills</p> <p>Evidence of team working.</p> <p>Basic clinical skills</p> | Ability to speak Welsh level 1 | Interview |

| | | | |
|---------------|---|--|---|
| Values | Commitment Adaptability Good time management Self motivated Good communication skills | | Application Form Interview References |
| Other | Flexible working hours according to service need | | Application form and interview |

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust 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 Act 1998:** 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 Data Protection Act 1998 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 (Data Protection Act) and the HB 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 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 is committed to ensuring that no job applicant or employee receives less favour-able 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 and 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 contact with patients in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **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 Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board 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 **Health Care Support Worker Band 3**

JOB OVERVIEW

The post holder will work as an integral part of the clinical nursing team to support in effective and timely delivery of patient care..

Main Duties of the Job

The role will facilitate systems and processes that assist in the delivery of health and care standards to include stock maintenance, taking and recording of observations and to assist with the basic physical and emotional care of patients and their families as directed and under supervision of a qualified nurse. The post holder will be expected to prioritise their workload whilst having access to supervision as required.

Please be aware that you may be required to support/cover in other clinical areas within the hospital setting.

Responsible to

| | | |
|-------------------------------------|---------------------------------------|--|
| Reporting: Ward/Unit Manager | Accountable: Ward/Unit Manager | Professionally: Head of Nursing |
|-------------------------------------|---------------------------------------|--|

Main Responsibilities

Care Management

- To assist nursing staff and the multi-disciplinary team (MDT) in the assessment process by contributing to developing a picture of patients' needs.
- To work closely with the MDT to carry out prepping duties to ensure that clinic preparation is done in a timely manner to highlight any issues needing to be rectified and to aid in the smooth running of the service
- To help in the co-ordination of the work of the junior HCSW's
- To assist in the delivery of care as identified in the patient's care plan. At all times reporting observations on progress or deterioration to the nurse in charge/clinical lead.
- To develop skills and experience at carrying out delegated duties in respect of the physical and psychological needs of the patient not always under the supervision of the Registered nurse in charge.
- To respect the patient/carers and representatives being sensitive at all times to their views and wishes.
- To exercise empathy and tact when communicating with patients and relatives where there may be barriers to understanding.
- To assist in the care of patients with terminal illness, confusion, dementia and those requiring 1:1 nursing supervision, maintaining dignity and respect at all times.
- Following appropriate risk assessments by a qualified nurse, work with the patient and carers to minimise identified risk.
- To maintain the dignity of the patient at all times and provide the maximum amount of privacy
- To respect confidential information obtained in the course of one's duties always referring to the nurse in charge/ clinical lead who will facilitate necessary information sharing.
- Once trained and assessed as fully competent performing clinical skills such as PICC line care, blood taking, venepuncture, cannulation and blood glucose monitoring.

- To undertake simple wound dressings as described in the patients care plan that have been assessed by a qualified nurse.
- To record specific patient observations as delegated by the qualified nurse immediately reporting any changes.
- To support patients with long term conditions by undertaking screening activities as delegated by the clinical lead.
- To assist in ensuring that the clinical area is kept clean and tidy, e.g. participating in general housekeeping, adhering to guidelines in the disposal of linen etc. in accordance with Trust Policies.
- Identify equipment not in good working order, reporting any faults to the Ward/Unit Manager and the Estates Department.
- To undertake care in accordance with the Health and Care Standards.
- Maintain, store and retrieve accurate records using manual and computerised systems in line with local policy.

Professional Development & Supervision

- To identify a personal development plan incorporating measures both through training and self-directed study/experiences.
- Complete Essential training requirements.
- To work in accordance with Velindre University NHS Trust policy and procedures in all aspects of practice and delegated duties.
- To adhere to the Code of Conduct for Healthcare Support Workers in Wales under the direction and close supervision of and reporting to a registered nurse. All delegated activities will be in line with the HEIW All Wales Guidelines for Delegation.

- To assist with the support new team members and those undertaking NVQ qualifications.
- Participate in meetings and development projects
- Contribute to a positive clinical environment in which people feel valued and motivate.
- To be responsible for communicating effectively both verbally and in writing with other members of the MDT.
- To participate in an on-going education process.
- To actively contribute to the maintenance of standards by informing the Clinical Lead/nominated deputy of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.
- To work at all times within the boundaries of the delegated duties at no time undertaking procedures/ interventions that have not been agreed by the Clinical Lead/nominated deputy.
- Contribute to reporting arrangements e.g. complaints, incident reporting.
- Participates in occasional research activity such as audits and surveys under direction of the qualified nurse.
- Be prepared to work flexibly in undertaking other duties as required both within and outside of the designated service area.

Managerial Responsibilities

- To actively contribute, participate and maintain the full range of clinical governance activities both within and outside of the clinical settings.
- To plan own work and in some cases that of more junior Health Care Support Workers.
- Demonstrates own duties to new health care support workers and apprentices.
- Works on own initiative having the ability to prioritise own workload, has access to supervision when required.

| Qualifications and Knowledge | Experience |
|--|---|
| <p>Essential</p> <p>Good general standard of education NVQ level 3 or equivalent experience</p> <p>Desirable</p> <p>All Wales patient manual handling passport. Evidence of skills/knowledge and development. Experience of dealing with distressed patients/carers.</p> <p>A willingness to undertake training required to enhance the role</p> | <p>Previous experience working as a healthcare assistant in hospital ward/care home setting</p> <p>Demonstrate good knowledge of Health and Safety/confidentiality.</p> <p>Basic Nursing Care</p> |
| Skills and Attributes | Other |
| <p>Excellent communication skills</p> <p>Excellent Organisational skills</p> <p>Evidence of team working.</p> <p>Basic clinical skills</p> <p>Commitment</p> | <p>Flexible working hours according to the needs of the service</p> <p>Desirable</p> <p>Welsh Speaker (Level 1) or willingness to work towards</p> |

| | |
|---|--|
| <p>Adaptability</p> <p>Good time management skills</p> <p>Self motivated</p> <p>Good communication skills</p> | |
|---|--|

Matched Job Report

Job Title Health Care Assistant
Job ID RQF/2019/0085
Score 212
Band Band 2
Status Profile Matched
Matched To Clinical Support Worker
Job Statement

The post holder will work as an integral part of the clinical nursing team to support the ward areas. The post holder will be responsible for supporting clinical and non-clinical practices within the ward environment. The role will facilitate systems and processes that assist in the fundamental of care delivery to the patient to include stock maintenance, taking and recording of observations and to assist with the basic physical and emotional care of patients and their families as directed and under direct supervision of a qualified nurse
Please be aware that you may be required to cover in Chemotherapy Service, Outpatients or Inpatients.

1. Communication & Relationship Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 3a | Profile | 3 |
| Factor Status | Matched | Score | 21 |

Relevant Job Information

- To respect confidential information obtained in the course of one's duties, always referring to the nurse in charge who will facilitate necessary information sharing
- To be responsible for communicating effectively both verbally and in writing with other members of the MDT
- Contribute to all clinical governance activity
- Contribute to reporting arrangements eg complaints, incident reporting

2. Knowledge, Training & Experience

| | | | |
|------------------|---------|---------|----|
| National Profile | 2 | Profile | 2 |
| Factor Status | Matched | Score | 36 |

Relevant Job Information

Previous experience working as a healthcare assistant in hospital ward/care home setting
Demonstrate good knowledge of Health and Safety / confidentiality.
Healthcare work
Basic Nursing Care

3. Analytical & Judgemental Skills

| | | | |
|------------------|---|---------|---|
| National Profile | 2 | Profile | 2 |
|------------------|---|---------|---|

Matched Job Report

| | | | |
|---------------|---------|-------|----|
| Factor Status | Matched | Score | 15 |
|---------------|---------|-------|----|

Relevant Job Information

- To assist nursing staff and the multi disciplinary team (MDT) in the assessment process by contributing to developing a picture of patients' needs
- To undertake care in accordance with the standards of care set out in the Fundamentals of Care
- To assist in the delivery of care as identified in the patient's care plan. At all times reporting observations on progress or deterioration to the nurse in charge

4. Planning & Organisational Skills

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 6 |

Relevant Job Information

- To develop with their line manager a personal development plan which builds upon a repertoire of established skills

5. Physical Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 2 | Profile | 2 |
| Factor Status | Matched | Score | 15 |

Relevant Job Information

- To assist patients where necessary, with all aspects of personal hygiene
- To maintain the dignity of the patient at all times and provide the maximum amount of privacy

6. Patient / Client Care

| | | | |
|------------------|---------|---------|----|
| National Profile | 3(a) | Profile | 3 |
| Factor Status | Matched | Score | 15 |

Relevant Job Information

- To develop skills and experience at carrying out delegated duties in respect of the physical and psychological needs of the patient under the supervision of the registered nurse in charge.
- To respect the patient/carers and representatives, being sensitive at all times to their views and wishes
- To maintain a safe environment for the patient

7. Policy & Service

| | | | |
|------------------|---|---------|---|
| National Profile | 1 | Profile | 1 |
|------------------|---|---------|---|

Matched Job Report

| | | | |
|---------------|---------|-------|---|
| Factor Status | Matched | Score | 5 |
|---------------|---------|-------|---|

Relevant Job Information

- To work in accordance with Trust policy and procedures in all aspects of practice and delegated duties

8. Financial & Physical

| | | | |
|------------------|---------|---------|----|
| National Profile | 1-2abc | Profile | 2 |
| Factor Status | Matched | Score | 12 |

Relevant Job Information

The role will facilitate systems and processes that assist in the fundamental of care delivery to the patient to include stock maintenance

- To actively contribute to the maintenance of standards by informing the clinical lead/nominated deputy, of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients

Demonstrate good knowledge of Health and Safety / confidentiality

9. Human Resources

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

- To assist with the support of new team members.
- To actively participate in appraisal training

10. Information Resources

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 4 |

Relevant Job Information

- To assist in the delivery of care as identified in the patient's care plan. At all times reporting observations on progress or deterioration to the nurse in charge

11. Research & Development

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

- Participate in team meetings and development projects

12. Freedom To Act

| | | | |
|------------------|---------|---------|----|
| National Profile | 1-2 | Profile | 2 |
| Factor Status | Matched | Score | 12 |

Matched Job Report

Relevant Job Information

The post holder will be responsible for supporting clinical and non-clinical practices within the ward environment

13. Physical Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 3c-4bc | Profile | 4 |
| Factor Status | Matched | Score | 18 |

Relevant Job Information

Patient Manual Handling - Daily -
Depending on Patient need
This includes using hoists, sliding sheets, washing patients
Long periods of time standing / walking - Daily - Depending on needs of the service

Sitting for long periods of time to special patients -As and when required, depending on needs of the service -
Maximum of 6 hrs per time

14. Mental Effort

| | | | |
|------------------|---------|---------|---|
| National Profile | 2a | Profile | 2 |
| Factor Status | Matched | Score | 7 |

Relevant Job Information

Performing patient care Daily
Depending on Patient need - Fluid balance, observations
Daily
Depending on Patient need -

15. Emotional Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 2a-3a | Profile | 3 |
| Factor Status | Matched | Score | 18 |

Relevant Job Information

Caring for terminally ill patients Daily
Between 6 – 12 hours dependant on shift
Dealing with difficult emotional and sensitive situations Daily
Between 6 – 12 hours dependant on shift

16. Working Conditions

| | | | |
|------------------|---------|---------|----|
| National Profile | 3b-4b | Profile | 4 |
| Factor Status | Matched | Score | 18 |

Matched Job Report

Relevant Job Information

Dealing with bodily fluids, faeces, vomit, sputum - Daily - Between 6 – 12 hours dependant on shift

Matched Job Report

Job Title Health Care Support Worker
Job ID RQF/2023/0074
Score 199
Band Band 2
Status Profile Matched
Matched To Clinical Support Worker
Job Statement

The post holder will work as an integral part of the clinical nursing team to support in effective and timely delivery of patient care. The post holder will be responsible for supporting clinical and non-clinical practices within the ward/unit environment.

Please be aware that you may be required to support/cover in other clinical areas within the hospital setting. .

1. Communication & Relationship Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 3a | Profile | 3 |
| Factor Status | Matched | Score | 21 |

Relevant Job Information

- To respect the patient/carers and representatives, being sensitive at all times to their views and wishes.

. To exercise empathy and tact when communicating with patient and relatives where there may be barriers to understanding.

- To be responsible for communicating effectively both verbally and in writing with other members of the MDT.

2. Knowledge, Training & Experience

| | | | |
|------------------|---------|---------|----|
| National Profile | 2 | Profile | 2 |
| Factor Status | Matched | Score | 36 |

Relevant Job Information

Good general standard of education

NVQ level 2 or equivalent experience

Previous experience working as a healthcare assistant in hospital ward/care home setting.

Demonstrate good knowledge of Health and Safety/confidentiality.

Matched Job Report

Basic Nursing Care

3. Analytical & Judgemental Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 2 | Profile | 2 |
| Factor Status | Matched | Score | 15 |

Relevant Job Information

To assist in the care of patients with terminal illness, confusion, dementia and those requiring 1:1 supervision, maintaining dignity and respect at all times.

To assist in the delivery of care as identified in the patient's care plan.

To assist patients with their personal care needs including, hygiene, nutrition and hydration needs

Identify equipment not in good working order, reporting any faults to the Ward/Unit Manager and the Estates Department.

4. Planning & Organisational Skills

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 6 |

Relevant Job Information

Excellent Organisational skills

Evidence of team working

To assist patients with their personal care needs including, hygiene, nutrition and hydration needs

To assist in ensuring that the clinical area is kept clean and tidy, e.g. participating in general

Matched Job Report

housekeeping, adhering to guidelines in the disposal of linen etc in accordance with Trust Policies.

5. Physical Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 2 | Profile | 2 |
| Factor Status | Matched | Score | 15 |

Relevant Job Information

Maintain, store and retrieve accurate records using manual and computerised systems in line with local policy.

Be prepared to work flexibly in undertaking other duties as required, both within and outside of the designated service area.

This includes using hoists, sliding sheets, washing patients

6. Patient / Client Care

| | | | |
|------------------|---------|---------|----|
| National Profile | 3(a) | Profile | 3 |
| Factor Status | Matched | Score | 15 |

Relevant Job Information

To assist in the delivery of care as identified in the patient's care plan. At all times reporting observations on progress or deterioration to the nurse in charge.

The post holder will work as an integral part of the clinical nursing team to support in effective and timely delivery of patient care. The post holder will be responsible for supporting clinical and non-clinical practices within the ward/unit environment

The role will facilitate systems and processes that assist in the delivery of health and care standards to include stock maintenance, taking and recording of observations and to assist with the basic physical and emotional care of patients and their families as directed and under direct supervision of a qualified nurse.

To respect the patient/carers and representatives, being sensitive at all times to their views and wishes.

7. Policy & Service

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Matched Job Report

Relevant Job Information

To undertake care in accordance with the Health Care Standards.

To work in accordance with Velindre University NHS Trust policy and procedures in all aspects of practice and delegated duties.

8. Financial & Physical

| | | | |
|------------------|---------|---------|---|
| National Profile | 1-2abc | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

Identify equipment not in good working order, reporting any faults to the Ward/Unit Manager and the Estates Department.

This includes using hoists, sliding sheets, washing patients

9. Human Resources

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

To assist with the support of new team members.

To actively participate in appraisal training.

To assist nursing staff and the multidisciplinary team (MDT) in the assessment process by contributing to developing a picture of patients' needs.

10. Information Resources

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 4 |

Relevant Job Information

Maintain, store and retrieve accurate records using manual and computerised systems in line with local policy.

Matched Job Report

At all times reporting observations on progress or deterioration to the nurse in charge.

Contribute to reporting arrangements e.g. complaints, incident reporting.

11. Research & Development

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

Participates in occasional research activity such as audits and surveys under the supervision of the qualified nurse.

Participate in team meetings and development projects.

12. Freedom To Act

| | | | |
|------------------|---------|---------|----|
| National Profile | 1-2 | Profile | 2 |
| Factor Status | Matched | Score | 12 |

Relevant Job Information

To adhere to the Code of Conduct for Healthcare Support Workers in Wales under the direction, and close supervision of and reporting to a registered nurse.

All delegated activities will be in line with the HEIW All Wales Guidelines for Delegation.

adhering to guidelines in the disposal of linen etc in accordance with Trust Policies.

adhering to guidelines in the disposal of linen etc in accordance with Trust Policies.

To work at all times within the boundaries of the delegated duties, at no time undertaking procedures/interventions that have not been agreed by the clinical lead/nominated deputy.

13. Physical Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 3c-4bc | Profile | 3 |
| Factor Status | Matched | Score | 12 |

Relevant Job Information

Patient Manual Handling

Matched Job Report

This includes using hoists, sliding sheets, washing patients

Frequent

Depending on patient need (Long periods)

Long periods of time standing / walking

Frequent

Combination of standing and walking throughout the shift (Ongoing)

Sitting for long periods of time to special patients

Occasional

Maximum of 6 hrs per time (long periods)

14. Mental Effort

| | | | |
|------------------|---------|---------|---|
| National Profile | 2a | Profile | 2 |
| Factor Status | Matched | Score | 7 |

Relevant Job Information

Performing patient care

Concentration (can be unpredictable)

Frequent

Accurate recording of fluid balance, observations

Concentration

Frequent

15. Emotional Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 2a-3a | Profile | 3 |
| Factor Status | Matched | Score | 18 |

Relevant Job Information

Caring for terminally ill patients

Potential to be present when or after patients are receiving news in relation to the patients life threatening physical ill health.

Direct

Frequent

Dealing with difficult emotional and sensitive situations

Communicating with patients and relatives at extremely difficult and sensitive times. Dealing with patients and relatives who may have a complaint or concern.

Direct

Frequent

Dealing with challenging behaviour

Patients presenting with confusion or aggressive behaviour due to delirium/confusion or other acute or ongoing health condition

Direct

Frequent

16. Working Conditions

| | | | |
|------------------|---------|---------|----|
| National Profile | 3b-4b | Profile | 4 |
| Factor Status | Matched | Score | 18 |

Relevant Job Information

Dealing with bodily fluids, faeces, vomit, sputum. Potential exposure to cytotoxic waste

Frequent

Matched Job Report

VDU

Frequent

Matched Job Report

| | |
|------------|---------------------------------------|
| Job Title | Health Care Support Worker |
| Job ID | RQF/2023/0075 |
| Score | 247 |
| Band | Band 3 |
| Status | Profile Matched |
| Matched To | Clinical Support Worker, Higher Level |

Job Statement

The post holder will work as an integral part of the clinical nursing team to support in effective and timely delivery of patient care..

The role will facilitate systems and processes that assist in the delivery of health and care standards to include stock maintenance, taking and recording of observations and to assist with the basic physical and emotional care of patients and their families as directed and under supervision of a qualified nurse. The post holder will be expected to prioritise their workload whilst having access to supervision as required.

Please be aware that you may be required to support/cover in other clinical areas within the hospital setting.

1. Communication & Relationship Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 3a | Profile | 3 |
| Factor Status | Matched | Score | 21 |

Relevant Job Information

- To be responsible for communicating effectively both verbally and in writing with other members of the MDT.
- To exercise empathy and tact when communicating with patients and relatives where there may be barriers to understanding.
- To respect confidential information obtained in the course of one's duties always referring to the nurse in charge/ clinical lead who will facilitate necessary information sharing.

2. Knowledge, Training & Experience

| | | | |
|------------------|---------|---------|----|
| National Profile | 3 | Profile | 3 |
| Factor Status | Matched | Score | 60 |

Relevant Job Information

Good general standard of education

NVQ level 3 or equivalent experience

Previous experience working as a healthcare assistant in hospital ward/care home setting

Matched Job Report

Demonstrate good knowledge of Health and Safety/confidentiality.

Basic Nursing Care

3. Analytical & Judgemental Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 2 | Profile | 2 |
| Factor Status | Matched | Score | 15 |

Relevant Job Information

- Following appropriate risk assessments by a qualified nurse, work with the patient and carers to minimise identified risk.
- To assist nursing staff and the multi-disciplinary team (MDT) in the assessment process by contributing to developing a picture of patients' needs.
- To record specific patient observations as delegated by the qualified nurse immediately reporting any changes.

4. Planning & Organisational Skills

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 6 |

Relevant Job Information

The post holder will be expected to prioritise their workload whilst having access to supervision as required.

To plan own work and in some cases that of more junior Health Care Support Workers.

Be prepared to work flexibly in undertaking other duties as required both within and outside of the designated service area.

5. Physical Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 2-3ab | Profile | 3 |
| Factor Status | Matched | Score | 27 |

Relevant Job Information

Once trained and assessed as fully competent performing clinical skills such as PICC line care, blood taking, venepuncture, cannulation and blood glucose monitoring.

To undertake simple wound dressings as described in the patients care plan that have been assessed by a qualified nurse.

6. Patient / Client Care

| | | | |
|------------------|---------|---------|----|
| National Profile | 4a | Profile | 4 |
| Factor Status | Matched | Score | 22 |

Relevant Job Information

- To undertake simple wound dressings as described in the patients care plan that have been assessed by a qualified nurse.
- To record specific patient observations as delegated by the qualified nurse immediately reporting any changes.
- To support patients with long term conditions by undertaking screening activities as delegated by the clinical lead.
- To assist in the care of patients with terminal illness, confusion, dementia and those requiring 1:1 nursing supervision, maintaining dignity and respect at all times.
- To assist in the delivery of care as identified in the patient's care plan. At all times

Matched Job Report

reporting observations on progress or deterioration to the nurse in charge/clinical lead.

- To maintain the dignity of the patient at all times and provide the maximum amount of privacy
- To respect confidential information obtained in the course of one's duties always referring to the nurse in charge/ clinical lead who will facilitate necessary information sharing.

7. Policy & Service

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

- To work in accordance with Velindre University NHS Trust policy and procedures in all aspects of practice and delegated duties.
- To adhere to the Code of Conduct for Healthcare Support Workers in Wales under the direction and close supervision of and reporting to a registered nurse. All delegated activities will be in line with the HEIW All Wales Guidelines for Delegation.
- To actively contribute to the maintenance of standards by informing the Clinical Lead/nominated deputy of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.
- To work at all times within the boundaries of the delegated duties at no time undertaking procedures/ interventions that have not been agreed by the Clinical Lead/nominated deputy.

8. Financial & Physical

| | | | |
|------------------|---------|---------|---|
| National Profile | 1-2abc | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

Identify equipment not in good working order, reporting any faults to the Ward/Unit Manager and the Estates Department.

Matched Job Report

This includes using hoists, sliding sheets, washing patients

9. Human Resources

| | | | |
|------------------|---------|---------|---|
| National Profile | 1-2 | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

- To actively contribute, participate and maintain the full range of clinical governance activities both within and outside of the clinical settings.
- To plan own work and in some cases that of more junior Health Care Support Workers.
- Demonstrates own duties to new health care support workers and apprentices.
- To assist with the support new team members and those undertaking NVQ qualifications.

10. Information Resources

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 4 |

Relevant Job Information

- Maintain, store and retrieve accurate records using manual and computerised systems in line with local policy.
- To record specific patient observations as delegated by the qualified nurse immediately reporting any changes.

11. Research & Development

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

- Participates in occasional research activity such as audits and surveys under direction of the qualified nurse.

12. Freedom To Act

| | | | |
|------------------|---------|---------|----|
| National Profile | 2 | Profile | 2 |
| Factor Status | Matched | Score | 12 |

Relevant Job Information

- To help in the co-ordination of the work of the junior HCSW's
- To plan own work and in some cases that of more junior Health Care Support Workers.
- Demonstrates own duties to new health care support workers and apprentices.
- Works on own initiative having the ability to prioritise own workload, has access to supervision when required.

The post holder will be expected to prioritise their workload whilst having access to supervision as required.

13. Physical Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 3c-4bc | Profile | 3 |
| Factor Status | Matched | Score | 12 |

Relevant Job Information

Patient Manual Handling

This includes using hoists, sliding sheets, washing patients

Frequent

Depending on Patient needs (long periods).

Long periods of time standing / walking

Frequent

Matched Job Report

Combination of standing and walking throughout the shift (long periods)

Sitting for long periods of time to special patients

Occasional

Maximum of 6 hrs per time (long periods)

14. Mental Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 2a-3a | Profile | 3 |
| Factor Status | Matched | Score | 12 |

Relevant Job Information

Performing patient care

Concentration (can be unpredictable)

Frequent

Fluid balance, observations, venepuncture and cannulation, PICC line dressings, blood glucose monitoring

Concentration

Frequent

Long periods of concentration when prepping clinics, dealing with interruptions accordingly

Concentration

Frequent

15. Emotional Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 2a-3ab | Profile | 3 |
| Factor Status | Matched | Score | 18 |

Relevant Job Information

Caring for terminally ill patients

Matched Job Report

Potential to be present when or after patients are receiving news in relation to the patients life threatening physical ill health.

Direct - Frequent

Dealing with difficult distressing, emotional and sensitive situations

Communicating with patients and relatives at extremely difficult and sensitive times. Dealing with patients and relatives who may have a complaint or concern.

Direct - Frequent

Dealing with challenging behaviour

Patients presenting with confusion aor aggressive behaviour due to delirium/confusion or health condition.

Direct - Frequent

16. Working Conditions

| | | | |
|------------------|---------|---------|----|
| National Profile | 3ab-4ab | Profile | 4 |
| Factor Status | Matched | Score | 18 |

Relevant Job Information

Dealing with bodily fluids, faeces, vomit, sputum. Potential exposure to cytotoxic waste.

Frequent

VDU

Frequent

Matched Job Report

Job Title Health Care Assistant (HCA)
Job ID RQF/2019/0086
Score 241
Band Band 3
Status Profile Matched
Matched To Clinical Support Worker, Higher Level

Job Statement

The post holder will work as an integral part of the clinical nursing team to support the ward areas. The post holder will be responsible for supporting clinical and non-clinical practices within the ward environment. The role will facilitate systems and processes that assist in the fundamental of care delivery to the patient to include stock maintenance, taking and recording of observations and to assist with the basic physical and emotional care of patients and their families as directed and under direct supervision of a qualified nurse
Please be aware that you may be required to cover in Chemotherapy Service, Outpatients or Inpatients.

1. Communication & Relationship Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 3a | Profile | 3 |
| Factor Status | Matched | Score | 21 |

Relevant Job Information

To be responsible for communicating effectively both verbally and in writing with other members of the MDT.

To actively contribute to the maintenance of standards by informing the Clinical Lead/nominated deputy of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.

2. Knowledge, Training & Experience

| | | | |
|------------------|---------|---------|----|
| National Profile | 3 | Profile | 3 |
| Factor Status | Matched | Score | 60 |

Relevant Job Information

Previous experience working as a healthcare assistant in hospital ward/care home setting

Demonstrate good knowledge of Health and Safety / confidentiality.

Healthcare work

Basic Nursing Care

3. Analytical & Judgemental Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 2 | Profile | 2 |
| Factor Status | Matched | Score | 15 |

Matched Job Report

Relevant Job Information

Taking and recording of observations

To assist in the delivery of care as identified in the patient's care plan. At all times reporting observations on progress or deterioration to the nurse in charge/clinical lead.

4. Planning & Organisational Skills

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 6 |

Relevant Job Information

Excellent Organisational skills

Fluid balance, observations, cannulation depending on patient need

5. Physical Skills

| | | | |
|------------------|---------|---------|----|
| National Profile | 2-3ab | Profile | 2 |
| Factor Status | Matched | Score | 15 |

Relevant Job Information

need to record patient observations.

cannulation

6. Patient / Client Care

| | | | |
|------------------|---------|---------|----|
| National Profile | 4a | Profile | 4 |
| Factor Status | Matched | Score | 22 |

Relevant Job Information

To undertake simple wound dressings as described in the patients care plan that have been assessed by a qualified nurse

To record specific patient observations as delegated by the qualified nurse immediately reporting any changes

To support patients with long term conditions by undertaking screening activities as delegated by the clinical lead.

7. Policy & Service

| | | | |
|------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 5 |

Relevant Job Information

Matched Job Report

To work in accordance with Velindre University NHS Trust policy and procedures in all aspects of practice and delegated duties.

8. Financial & Physical

| | | | |
|--------------------------|---------|---------|---|
| National Profile | 1-2abc | Profile | 1 |
| Factor Status | Matched | Score | 5 |
| Relevant Job Information | | | |

Patient Manual Handling

9. Human Resources

| | | | |
|--------------------------|---------|---------|---|
| National Profile | 1-2 | Profile | 1 |
| Factor Status | Matched | Score | 5 |
| Relevant Job Information | | | |

To assist with the support new team members and those undertaking NVQ qualifications.

10. Information Resources

| | | | |
|--------------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 4 |
| Relevant Job Information | | | |

To record specific patient observations as delegated by the qualified nurse immediately reporting any changes

11. Research & Development

| | | | |
|--------------------------|---------|---------|---|
| National Profile | 1 | Profile | 1 |
| Factor Status | Matched | Score | 5 |
| Relevant Job Information | | | |
| No evidence | | | |

12. Freedom To Act

| | | | |
|--------------------------|---------|---------|----|
| National Profile | 2 | Profile | 2 |
| Factor Status | Matched | Score | 12 |
| Relevant Job Information | | | |

To work at all times within the boundaries of the delegated duties at no time undertaking procedures/ interventions that have not been agreed by the Clinical Lead/nominated deputy.

To actively contribute, participate and maintain the full range of clinical governance activities both within and outside of the clinical settings

13. Physical Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 3c-4bc | Profile | 4 |
| Factor Status | Matched | Score | 18 |

Relevant Job Information

Long periods of time standing / walking

Sitting for long periods of time to special patients

This includes using hoists, sliding sheets, washing patients

14. Mental Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 2a-3a | Profile | 3 |
| Factor Status | Matched | Score | 12 |

Relevant Job Information

Performing patient care

Fluid balance, observations, cannulation

Long periods of concentration when prepping clinics, dealing with interruptions accordingly

15. Emotional Effort

| | | | |
|------------------|---------|---------|----|
| National Profile | 2a-3ab | Profile | 3 |
| Factor Status | Matched | Score | 18 |

Relevant Job Information

Caring for terminally ill patients

Dealing with difficult emotional and sensitive situations

Matched Job Report

16. Working Conditions

| | | | |
|------------------|---------|---------|----|
| National Profile | 3ab-4ab | Profile | 4 |
| Factor Status | Matched | Score | 18 |

Relevant Job Information

Dealing with bodily fluids, faeces, vomit, sputum

Ref: (WF41)

JOB EVALUATION PROCEDURE

| | |
|--|--|
| Executive Sponsor & Function | Workforce & Organisational Development |
| Document Author: | Workforce Manager |
| Approved by: | Workforce and OD Committee |
| Approval Date: | 25 th July 2018 |
| Date of Equality Impact Assessment: | 26 th June 2018 |
| Equality Impact Assessment Outcome: | Approved |
| Review Date: | January 2021 |
| Version: | 3 |

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1. Introduction and Purpose of Procedure

- 1.1 Velindre NHS Trust recognises the importance of the contribution of its employees, in the provision of its services. It therefore seeks to ensure that all posts are appropriately banded, in an equitable and consistent way to reflect the tasks, duties and responsibilities of the post and its contribution to Trust and Divisional aims.
- 1.2 Velindre NHS Trust is committed to maintaining a consistent partnership approach to the evaluation of posts, to ensure pay bands comply with the Equal Pay Act principles of equal pay for work of equal value, which underpins the NHS Job Evaluation Scheme and supports service modernisation.
- 1.3 The procedures are to be used to match/evaluate new posts and for posts where there are significant changes that are likely to affect the previous matched or evaluated job result. They should also be used where managers need to develop existing posts, or enhance roles, for example, as a result of departmental restructuring. When replacing vacant posts, managers need to consider whether the same post is still appropriate or whether the role can be redesigned in line with service improvement and service needs.
- 1.4 The duties, tasks and responsibilities of the post should be outlined in the job description and person specification in the All Wales template (Appendix 4). These duties may change by mutual agreement. When significant changes occur it is recommended that the post should be sent for re-evaluation highlighting the changes.

N.B. – Allocation of different tasks at the same level are unlikely to result in an increased pay band. Pay bands will normally only increase where there is a significant increase in the overall responsibility.

Advice can be sought from the Workforce and OD (Wf&OD) Department and the Job Evaluation staff side lead regarding this procedure.

2. Scope

- 2.1 The procedures apply to all staff within Velindre NHS Trust and its Hosted organisations with the exception of Medical Staff and Executive / Senior Managers covered by the Very Senior Managers Framework.

3. Principles

- 3.1 The procedure is underpinned by the following principles;
- 3.2 The job evaluation process will be applied in a fair, consistent and equitable manner across the Trust;
- 3.3 Job evaluation will be undertaken in accordance with the NHS Job Evaluation Handbook (sixth edition, October 2016)

- 3.4 Job evaluation will be undertaken in partnership to ensure fairness, openness and transparency.
- 3.5 All staff will be fairly and appropriately remunerated for the work that they do;
- 3.6 The job evaluation process will support the modernisation and development of the Trust to meet service requirements;
- 3.7 The post will be evaluated not the post holder;
- 3.8 All staff involved in the job evaluation process will be trained appropriately to the required standard;
- 3.9 To ensure that appropriate job evaluation records are produced and retained.

4. Re-evaluations

- 4.1 Where the roles and responsibilities within a post have changed, the post holder may request to have their post banding re-evaluated. In the first instance, the post holder should discuss the changes with their line manager. Ideally, such a request should be made following the post holders annual PADR review, to ensure that their role and performance has been formally reviewed and evaluated.
- 4.2 Where the post holder's line manager agrees that the role has changed in response to service needs they should prepare and submit a business case to the Divisional Scrutiny panel and obtain approval for a potential increase in banding prior to agreeing changes to the job description. (If Scrutiny panel approval is not obtained the post holder will be required to work to their current job description.)
- 4.3 If Scrutiny panel approval is obtained, the revised and agreed job description and person specification must be signed off by the line manager and the post holder. Where a post holder takes on duties that are not required of the post or reflect service needs, it will be the responsibility of the manager to address this issue and ensure that the post holder works to their agreed job description to avoid unnecessary band drift.
- 4.4 The agreed revised job description and person specification should be forwarded to the Divisional Wf&OD Department. This should be the original job description and person specification with added tracked changes. The manager must submit a signed authorisation form along with the job description. Advice can be sought from the Wf&OD Department with regard to whether the changes in the revised job description and person specification are 'significant' i.e. may result in a change of band. The Wf&OD Department will arrange for the revised job description and person specification to be evaluated by a trained job evaluation panel.
- 4.5 The revised job description and person specification will be submitted for

evaluation (please see Job Evaluation Handbook sixth edition, October 2016). If the re-evaluation request is successful, the new pay band will commence from the date that the Authorisation Form (Appendix 1) was signed by the line manager and post holder.

N.B. the re-evaluation will not be retrospective beyond the signed authorisation form date, regardless of whether the manager agrees that the post holder was undertaking the additional duties etc. prior to this date.

- 4.6 A post re-evaluation request will not normally be accepted or considered within 12 months of a previous request.

5. New Posts

- 5.1 Where a new post has been developed, the job description, person specification, organisation chart and any supporting information will be submitted to the Wf&OD Department, who will arrange for the post to be evaluated in accordance with the process defined in the Job Evaluation Handbook (sixth edition October 2016).
- 5.2 When new posts are developed, there is the potential for the role to change once the post holder is in place. If this situation arises the post holder must discuss the changes with their line manager in the first instance. Once changes are agreed with the line manager, the post holder may request a re-evaluation of the original banding. The organisation should allow a reasonable time for the job to bed down and this may vary according to the nature of the job. Some posts may need a period of a few months, while others may be subject to seasonal variations requiring a full year to determine the full job demands. In such circumstances, should the outcome of the re-evaluation result in a change to the post banding, the new banding will be backdated to the commencement date in the new post.

6. Job Comparisons

- 6.1 When a job description and person specification has been amended and agreed by the line manager and the post holder, but the changes are not significant, this documentation can be submitted to the Wf&OD Department who will arrange for an evaluation panel to compare it with the original job description and person specification to evaluate whether the changes are significant. If the panel concludes that amendments do not constitute a material change to the role and the pay band for the post, the original pay band will continue to be applied to the post.
- 6.2 When a post has been identified in another NHS Wales organisation and the manager wishes to introduce an identical or similar post, they can obtain the job description and person specification. They must submit this to the Job Evaluation Management/ Trade Union Lead. The Job Evaluation Leads will submit a request to the All Wales Job Evaluation Unit who will check to ensure

the job description is robust. If the job description is robust they will forward the Computer Aided Job Evaluation (CAJE) report for the post to the Management/Trade Union Leads.

- 6.3 The job description can be amended to reflect the relevant organisation, however the content must not be amended without the job description being submitted for further job evaluation.

7. Temporary Movement to a Higher Band (Acting Up)

- 7.1 An employee may be moved to a higher banded position, on a temporary basis, pending permanent recruitment to the post, or the post is being held open for an employee who is due to return e.g. long term sickness absence, maternity leave etc. In accordance with the NHS Terms and Conditions of Service (Sections 6.30 – 6.32). Temporary movements into a new pay band should be between a minimum of one month and a maximum of 6 months.
- 7.2 Where the employee is taking on the full responsibilities of the role and are carrying out the duties stated in the existing job description they will assume the substantive job holders band without need for job evaluation.
- 7.3 In circumstances where the employee is not required to carry out the full responsibilities of the post, the appropriate band will be determined via the job evaluation process.
- 7.4 Scrutiny panel approval must be obtained prior to increasing banding

8. Review Requests

- 8.1 Following the receipt of a banding outcome, the post holder will have the right to request a review of the decision. Such a request must be made within three months of the notification of the band outcome and submitted to the Wf&OD Department.
- 8.2 The post holder is required to agree the review information with their line manager. The review request should be submitted on the Review Request Form (**Appendix 2**) and must provide information for each of the factors for which they are disputing the accuracy. The review will be submitted to a further panel and their outcome decision will be final. The full process is available in the Job Evaluation Handbook (Sixth edition October 2016).
- 8.3 Review information must also be written into the job description to reflect the full requirements of the post.
- 8.4 The post holder will have no right of appeal beyond this second panel if their complaint is about the evaluation outcome.

- 8.5 Should the post holder be able to demonstrate that the process was misapplied, they may pursue a local grievance about the process, but not against the banding outcome.

9. Outcome

- 9.1 All panel banding results will be consistency checked by a panel comprising of one management and one staff side representative, both of whom will be trained and experienced in the execution of this process
- 9.2 Once the result has been confirmed by the Consistency Checking Panel the Wf&OD Department will be responsible for informing the line manager of the outcome via email and provide them with a copy of the CAJE Report. When WF&OD have been informed that the job description has been submitted as a re-evaluation, the Wf&OD Department will write to the post holder confirming the outcome.
- 9.3 Where the process results in a pay band being changed (either to a higher or lower pay band), it will be the responsibility of the line manager to complete the relevant change documentation i.e. changes form or enter the relevant data on ESR, Manager Self Service, where applicable.

N.B. Re-evaluation can result in the pay band going down as well as up. In such circumstances pay protection will not apply, unless the change is as a result of Organisational Change.

10. Training

- 10.1 All management and trade union representatives who participate in job evaluation (matching, analysis and/or evaluation) will be trained and accredited in accordance with the All Wales Guidance.
- 10.2 The training will be undertaken in partnership.
- 10.3 All staff side representatives must be approved by the Trust's Trade Union Job Evaluation Lead.
- 10.4 Job evaluation panels will be arranged in accordance with the Job Evaluation Handbook (Sixth edition October 2016) and consist of between 3 to 5 members. The Trust has agreed in partnership that panels will comprise of 2 management and 2 trade union representatives. Should a panel member be unable to attend and cancel with short notice, the remaining 3 panel members may continue, as long as they are all in agreement.
- 10.5 It is the individual responsibility of every job evaluator to declare any potential conflicts of interest in respect of any post they are asked to match, analyse or evaluate.

11. Implementation

The procedures will be maintained by the Job Evaluation Management and Staff Side Leads.

12. Policy Conformance/Non Compliance

Where there is evidence of false information being provided it may be necessary to deal with this under the Trusts Disciplinary Policy and Procedures which may lead to disciplinary action up to and including dismissal. It may also be necessary to refer any such cases to the NHS Counter Fraud Service.

13. Review

The procedures will be reviewed as necessary and at least every 3 years.

14. References

www.nhs.employers.org

<http://howis.wales.nhs.uk>

NHS Job Evaluation Handbook (Sixth Edition October 2016)

NHS Terms and Conditions of Service Handbook

Equal Pay Act 1970

National Profiles

VELINDRE NHS TRUST

RE-EVALUATION OF PAY BAND REQUEST

Name of Employee.....

Job Title.....

Contact Details.....

Signature of Employee.....

Managers

Name.....

Job

Title.....

Contact

Details.....

Signature of

Manager.....

N.B. Divisional Vacancy Scrutiny approval must be received prior to a post's Job Description and Person Specification being submitted for re-evaluation.

Review Request Form

Name of Post holder

Job Title

Department

Manager

| Factor | Evidence |
|---|----------|
| 1. Communication | |
| 2. Knowledge, Training & Experience | |
| 3. Analytical & Judgement Skills | |
| 4. Planning and Organisational Skills | |
| 5. Physical Skills | |
| 6. Responsibilities for Patient/Client Care | |

| | |
|---|--|
| | |
| 7. Responsibilities for Policy and Service Development Implementation | |
| 8. Responsibilities for Financial and Physical Resources | |
| 9. Responsibilities for Human Resources | |
| 10. Responsibilities for Information Resources | |
| 11. Responsibilities for Research and Development | |
| 12. Freedom to Act | |
| 13. Physical Effort | |
| 14. Mental Effort | |
| 15. Emotional Effort | |

| | |
|--|--|
| | |
| 16. Working Conditions | |
| Additional Information that should be considered by the Re-evaluation Review Panel (if applicable) | |

Signatures

Post Holder

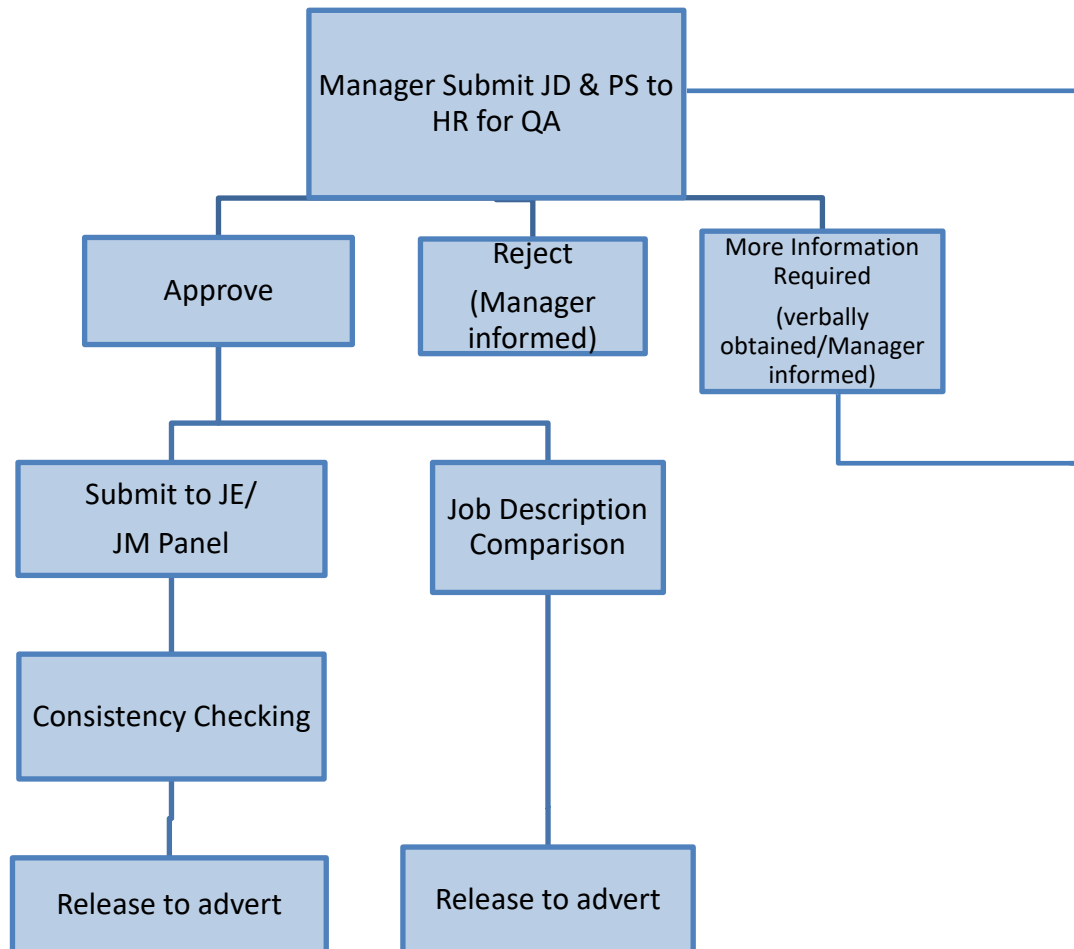
Date

Manager

Date

Flow Chart

Scrutiny approval obtained prior to the re-evaluation process starting





CAJE REF:

**VELINDRE NHS TRUST
JOB DESCRIPTION AND PERSON SPECIFICATION TEMPLATE**

JOB DETAILS:

| | |
|---|--------------------------------|
| Job Title | |
| Pay Band | |
| Hours of Work and Nature of Contract | To be completed on recruitment |
| Division/Directorate | |
| Department | |
| Base | To be completed on recruitment |

ORGANISATIONAL ARRANGEMENTS:

| | |
|---------------------------------------|--|
| Managerially Accountable to: | |
| Reports to: Name Line Manager | |
| Professionally Responsible to: | |

| | |
|--------------------|--|
| Accountable | <ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour |
| Bold | <ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach |
| Caring | <ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions |
| Dynamic | <ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt |

Job Summary/Job Purpose.

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| |
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DUTIES/RESPONSIBILITIES:

| |
|--|
| |
|--|

PERSON SPECIFICATION

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|--|-----------|--|---|
| Qualifications and/or Knowledge | | | Application form and pre-employment checks |
| Experience | | | Application form and interview |
| Aptitude and Abilities | | Ability to speak Welsh <i>Recruiting managers should refer to the Trust's Welsh Language Advice for Managers and the Manager's Guide to Assessing the Welsh Language Skills for Job Descriptions and Person Specifications (available on the Intranet site) to help them assess whether and 'E' or 'D' criteria.</i> | Interview |
| Values | | | Application Form Interview References |
| Other | | | 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 Trust.
- **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 Trust'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 Trust 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 the Trust'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 Act 1998:** 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 Data Protection Act 1998 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 (Data Protection Act) and the Trust's Disciplinary Policy.
- **Records Management:** As an employee of Velindre NHS Trust, the post holder is legally responsible for all records that they gather, create or use as part of their work within the Trust (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 Trust). The post holder should consult with 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 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 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 Trust has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The Trust 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 Trust. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the Trust's 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 Disclosure and Barring Service *Standard / Enhance check as part of the Trust's pre-employment check procedure. *Delete as appropriate.
The post holder does not require a DBS Disclosure Check. *Delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The Trust is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children and Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The Trust 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 the Trust's Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all 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: _____

Organisational Chart



Job Title: _____

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. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

| Examples of Typical effort(s) | How often per day / week / | For how long? | Additional Comments |
|-------------------------------|----------------------------|---------------|---------------------|
| | | | |
| | | | |
| | | | |

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. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

| Examples of Typical effort(s) | How often per day / week / month? | For how long? | Additional Comments |
|--------------------------------------|--|----------------------|----------------------------|
| | | | |
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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. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, ' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

| Examples of Typical effort(s) | How often per week / month? | For how long? | Additional Comments |
|-------------------------------|-----------------------------|---------------|---------------------|
| | | | |
| | | | |
| | | | |
| | | | |

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. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

| Examples of Typical Conditions | How often per week / month? | For how long? | Additional Comments |
|--------------------------------|-----------------------------|---------------|---------------------|
| | | | |
| | | | |
| | | | |
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