



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

*For office use only*

CAJE REFERENCE **HD2023/0109**

DATE APPROVED **25/07/2023**

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** LD In-patient pathways support worker

**Pay Band:** 3

**Directorate:** Mental Health & Learning Disabilities

**Department:** Secure Services

### ORGANISATIONAL ARRANGEMENTS

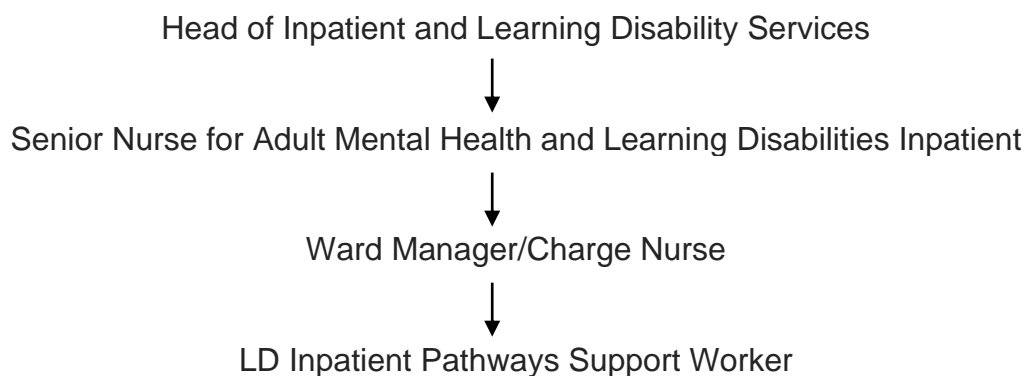
**Managerial Accountable to:** Ward Manager

**Reports to:** Ward Manager/ Charge Nurse

**Professionally Responsible to:** Head of Acute Care and Inpatient Services

**Responsible For:** N/A

#### Organisation chart:



## **JOB SUMMARY / PURPOSE**

The Health Care Support Worker is a vital part of the Multi-Disciplinary Team. Acting under the direction of registered nurses the Health Care Support Worker is responsible for engaging in a variety of interventions with patients. These range from direct, compensatory nursing care, working in accordance with observation and engagement policies, monitoring physical health and engaging in psychosocial interventions in the wider community and in the patient's own home/placement.

The Health Care Support Worker contributes to the patients' recovery pathway in a number of keyways. They provide the patients with role modeling as regards effective and reciprocal communication and relationships.

In secure services the Health Care Support Worker is central to maintaining the necessary balance to ensure that the environment is both therapeutic and secure.

Multi-disciplinary assessments and mutually agreed Care and Treatment Plans rely heavily on information gained via the direct patient contact that the Health Care Support Workers enjoy.

## **MAIN DUTIES AND RESPONSIBILITIES**

The post holder will work across secure services in-patient wards and adult MH in-patient wards, carrying out tasks involving the following:

To foster hope in individuals, promote self-management, using the whole person approach towards recovery.

To support patients during times of emotional distress.

To support patients to access and develop self-management techniques, being guided by CTPs.

To actively contribute to the maintenance of an environment that is both therapeutic and secure.

To ensure that patients are treated with dignity and respect at all times.

To maintain effective engagement with the patients.

To promote equality and respect the rights of all individuals.

To contribute to the support and management of individuals throughout the recovery journey.

To promote communication with individuals when there are communication difficulties and to fully involve patients in decisions which affect their wellbeing.

To contribute to the protection of patients from abuse and to report when a person may be

at risk.

To enable patients to make use of available services. To encourage social inclusion.

To Prepare and provide agreed individual therapeutic and developmental activities.

To support patients in developing their identity.

To offer appropriate advice in contacting relevant health care services and to give support to patients /carers in meeting health care needs.

To contribute to the planning and monitoring of service delivery.

To enable patients to access advocacy services.

To give practical support and training to patients.

To perform any other reasonable duties as directed by the Team Leader.

### **Service Management**

To provide nursing interventions as required by the qualified nurse in the delivery of patient care.

### **Service Improvement**

To cooperate with/ participate in initiatives that promote quality improvement.

### **Communications**

The ability to communicate effectively is central to the role.

To effectively communicate information, advice, instruction and opinion to a wide range of people, establishing and maintaining good working relationships with all.

Communicate sensitively when delivering information.

Recognise difficulties when they occur and select the form of communication most likely to foster understanding.

Be aware of and respond to any potential barriers to effective communication.

Appropriately share information via a variety of media.

Maintain accurate clinical records in line with Health Board protocols and policies.

Be aware of legislation, policies and procedures and work within these frameworks.

## **Finance and Resources**

To act at all times in a manner that ensures that the resources available are deployed in the most effective manner whilst maintaining the integrity of a service based on the dual principles of safety and therapeutic effectiveness.

## **Personal and People Development and People Management**

Undertake allocated tasks in a professional and competent manner.

Proactively address their own ongoing development and generate the use of appropriate learning opportunities.

Avail themselves of appropriate learning/developmental opportunities in line with their PDR plan.

Avail themselves of opportunities to engage in Reflective Practice.

## **Information Processing**

Demonstrate a high level of communication skills.

Have access to a wide range of communication media and to utilise these effectively.

Maintain a high standard of concise and objective record keeping.

Have a working knowledge of record keeping systems.

Maintain confidentiality at all times.

Ensure the correct storage / transport of patient records in accordance with Health Board Policy.

Be able to interpret / analyse information recorded by others using approved systems in order to inform practice.

## **Health, Safety and Security**

Identify the potential health, safety and security risks to self and others in line with Health Board Risk Management and Health & Safety policies and procedures reporting deficits to senior staff.

Initiate action to remove / reduce the risk, based on the risk management plan and the policies, guidelines and procedures already in place in the Health Board.

Ensure that self and others adhere to the Health Board policies, procedures and guidelines.

Follow correct procedures and take appropriate action to manage an emergency situation in accordance with the Health Board policies, procedures and guidelines.

Participate in identifying and reporting risks/hazardous situations, both actual and potential risks acting upon the clinical alerts circulated by the Health Boards, defective equipment.

Report and record lack of resources to act effectively. Report incidents appropriately.

Support others to maintain health, safety and security by:

- acting as a role model.
- alerting the Senior staff when there are specific risks.
- intervening when unsafe practices are occurring.
- recognising the impact of stress on self and others and seek support / help when necessary.

Maintaining an awareness of specific Secure Services and in-patient procedures, service specifications and pathways.

Maintaining an awareness of Specific patient Risk Assessments and Risk Management Plans.

### **Quality**

Ensure that high quality care is provided to all.

Present a positive image to patients, their significant others and to other workers.

Act at all times within Health Board policies, procedures and guidelines that influence the quality of the service delivered.

Recognise and act within the limits of their competence.

Promote the delivery of high-quality individualised care.

Contribute to the quality of the service through knowledge and skill development.

Be aware of the need to work effectively and efficiently with available resources.

Have due regard for economy and use of resources whilst maintaining standards at all times.

### **Equality and Diversity**

Demonstrate knowledge of Health Board policies, procedures and guidelines and apply them to practice situations. eg. diversity, equal opportunities, complaints policy, bullying and harassment policy, Welsh Language Act.

Promote the rights, responsibilities and diversity of patients and their families/carers and to relate with kindness and empathy to all concerned.

Understand own responsibility to treat all others fairly and equally with respect.

Identify the importance of patients' beliefs, preferences, choices and individuality and apply this knowledge to own practice.

Act in a non-discriminatory manner at all times.

### **Effort and Environmental**

Working in PICU presents a wide range of challenges and rewards.

The patient group will present with significant mental disorders and the challenging behaviours that can be associated with this. Physical and emotional resilience to these challenges are essential qualities.

At times Restrictive Physical Interventions will be used and it is essential that the individual is able to maintain this skill via appropriate updating.

The individual will also be expected to support patients during emotional crises. There will be exposure to bodily fluids.

VDU's will be used on a daily basis as an essential part of the person's work.

Much of the work of the unit is based on Psychosocial Interventions that take place away from the unit. This entails the use of hospital transport and public transport. Many community-based activities will require the worker to walk.

### **Assessment and Care Planning**

Assist the qualified practitioner in the provision of treatment interventions as per Care and Treatment Plan.

Treat all people with dignity and involve them in shared decision making.

Assist the Care Co-ordinator in the development, application and activation of the Care Plan.

Use a holistic approach to ensure that the needs of the person are met (including diet, exercise, hygiene, sleep hygiene, education and spiritual needs) within a safe environment.

Contribute to the development of the patient's plan of care by reporting on own observations and insights gained from working with the patient, and on direct communication with the patient.

Make suggestions on the support and care that the patient may need.

### **Interventions**

Deliver evidence-based care under the supervision of the qualified nurse to patient group, applying own skills and knowledge in promoting high standards of care. Provide a comprehensive verbal report to team as required.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and Knowledge</b>	<p>Training in the management of reducing restrictive practices and positive behaviour management.</p> <p>Child Protection &amp; POVA training.</p> <p>Level 3 Apprenticeship or equivalent level 3 qualification.</p> <p>Must have an awareness of the Mental health act and understand their responsibilities in this context.</p> <p>Must have an understanding of risk and risk management within the context of working with this client group.</p>		Application form
<b>Experience</b>	Experience in working within Mental health or Learning Disabilities services. Must have experience in working with individuals with serious mental illness whose risk is regarded as above average.	Experience of working within a secure environment.	Application form and interview.
<b>Language Skills</b>		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and interview.
<b>Aptitude and Abilities</b>	<p>Effective communication skills.</p> <p>Emotional resilience.</p> <p>The ability to work as part of a team.</p> <p>A non judgmental and nurturing</p>	<p>The willingness to engage in reflection in order to develop.</p> <p>The ability to recognise therapeutic</p>	Interview



	<p>attitude towards people who suffer from mental disorders.</p> <p>A non judgmental attitude toward offending behaviours.</p> <p>To value diversity and to embrace the principles of inclusivity.</p> <p>The physical ability to fulfill the obligation to undertake mandatory training and updates.</p> <p>Be able to demonstrate tact and diplomacy when working with others.</p> <p>Have the ability to recognise situations/ behaviours that are indicative of risk.</p> <p>Have the ability to report and record relevant information in a concise and objective manner.</p>	<p>opportunities.</p> <p>The ability to recognise strengths in patients.</p>	
<b>Values</b>	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> <li>• Dignity, Respect and Fairness</li> <li>• Integrity, Openness and Honesty</li> <li>• Caring, Kindness and Compassion</li> </ul> <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> <li>• Working together to be the best we can be</li> <li>• Striving to develop and deliver excellent services</li> <li>• Putting people at the heart of everything we do</li> </ul>		
<b>Other</b>	To be able to recognise the strengths of a diverse team of	Ability to travel between sites in a	

	<p>staff and find their place within it.</p> <p>The willingness to engage with patients in a variety of settings.</p> <p>The willingness to support patients to use public transport.</p> <p>The resilience to work in a highly challenging environment for protracted periods of time.</p>	timely manner.	
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### Level 1 Welsh

*(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)*

**Listening/Speaking:** Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

**Reading/Understanding:** Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

**Writing:** Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

## **GENERIC STATEMENTS**

### **NHS CODE OF CONDUCT FOR MANAGERS**

**\*\* For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

### **REGISTERED HEALTH PROFESSIONAL**

**\*\* For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

### **HEALTHCARE SUPPORT WORKERS**

**\*\* For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

### **COMPETENCE**

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

### **OUR VALUES**

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

### **TEAM BRIEF**

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

### **RISK MANAGEMENT/HEALTH & SAFETY**

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down

by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

### **HARRASSMENT & BULLYING**

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

### **RECORDS MANAGEMENT**

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

### **FLEXIBILITY STATEMENT**

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

### **CONFIDENTIALITY**

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. 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.

### **EQUAL OPPORTUNITIES**

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

### **OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS**

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

### **ENVIRONMENTAL**

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

### **SMOKE FREE POLICY**

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

### **SAFEGUARDING ADULTS AND CHILDREN**

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

### **INFECTION CONTROL**

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard 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; and best practice guidance in order to maintain high standards of Infection Prevention & control.

**GENERAL**

The postholder needs to ensure they are familiar with their terms and conditions of service.