

**MANYLEB BERSONOL**

<b>PERSONOL</b>	<b>HANFODOL</b>	<b>DYMUNOL</b>	<b>DULL ASESU</b>
<b>Cymwysterau a/neu Wybodaeth</b>	<p>Bod yn fodlon ymgymryd ag NVQ lefel 3 ac i'w gwblhau o fewn dwy flynedd.</p> <p>Gwybodaeth am dechnegau nyrsio cyfredol.</p> <p>Gwybodaeth am faterion iechyd meddwl a chamddefnyddio sylweddau.</p>	Hyfforddiant mewn technegau ffocysu ar ddatrysiadau.	Ffurflen gais a gwiriadau cyn cyflogi
<b>Profiad</b>	Profiad o weithio gyda phobl.	<p>Profiad mewn Iechyd Meddwl/ Camddefnyddio Sylweddau / Gofal Cychwynnol</p> <p>Profiad mewn sefyllfaoedd cleifion mewnol llym</p>	Ffurflen gais a chyfweliad
<b>Addasrwydd a gallu</b>	Safonau iechyd gydag addasu rhesymol sy'n galluogi'r unigolyn i gyflawni gofynion y swydd.	<p>Yn gallu teithio i'r gwaith ac oddi yno a hefyd i deithio i hyfforddiant angenrheidiol.</p> <p>Gallu siarad Cymraeg</p>	Cyfweliad
<b>Gwerthoedd</b>	<p>Yn gallu cyfathrebu ag unigolion ar bob lefel.</p> <p>Yn gallu gweithio mewn tîm ac mewn amgylchedd beichus/ prysur.</p> <p>Dull hyblyg i fodloni anghenion y gwasanaeth</p>		<p>Ffurflen gais</p> <p>Cyfweliad</p> <p>Geirdaon</p>
<b>Arall</b>	<p>Gallu bodloni cliriad diogelwch gorfodol.</p> <p>Gofynion arbennig i wneud y swydd e.e. gallu teithio o fewn ardal ddaearyddol.</p> <p>Yn gallu gweithio oriau hyblyg.</p> <p>Unrhyw beth arall na gynhwysir uchod.</p>		<p>Gwiriad y Gwasanaeth Datgelu a Gwahardd.</p> <p>Ffurflen gais a chyfweliad</p>

## GOFYNION CYFFREDINOL

- **Gwerthoedd:** Mae'n ofynnol bod bob gweithiwr y Bwrdd Iechyd yn dangos a chynnwys y Gwerthoedd a Datganiadau Ymddygiad er mwyn iddynt fod yn rhan integredig o fywyd gweithio deilydd y swydd ac i gynnwys yr egwyddorion yn niwylliant y sefydliad.
- **Gweithwyr Cefnogi Gofal Iechyd:** Mae Gweithwyr Cefnogi Gofal Iechyd yn gwneud cyfraniad gwerthfawr a phwysig i ddarpariaeth gofal iechyd o ansawdd uchel. Mae Cod Ymddygiad Cenedlaethol GIG Cymru yn disgrifio safonau ymddygiad ac ymagwedd sy'n angenrheidiol i bob Gweithiwr Cefnogi Gofal Iechyd a gyflogir gan GIG Cymru. Mae Gweithwyr Cefnogi Gofal Iechyd yn gyfrifol am sicrhau nad yw eu hymddygiad yn disgyn o dan y safonau a ddisgrifir yn y Cod ac nad yw unrhyw weithred neu esgeulustra o'u rhan yn niweidio diogelwch a lles defnyddwyr gwasanaeth a'r cyhoedd, tra eu bod yn eu gofal, ac mae ganddynt ddyletswydd o ofalu.
- **Gallu:** Ni ddylai deilydd y swydd ar unrhyw adeg weithio y tu hwnt i'w lefel diffiniedig cymhwyster. Os oes pryderon ynghylch hyn, dylai deilydd y swydd eu trafod gyda'i reolwr/goruchwyliwr ar unwaith. Mae gan weithwyr gyfrifoldeb i roi gwybod i'w Goruchwyliwr/Rheolwr os oes ganddynt amheuaeth ynghylch eu gallu i wneud eu dyletswyddau.
- **Dysgu a Datblygiad:** Mae'n rhaid i bob aelod staff ymgymryd â rhaglenni ymsefydlu/ymgynefino ar lefel Gorfforaethol ac Adrannol a rhaid sicrhau bod unrhyw ofynion hyfforddiant statudol/gorfodol yn gyfredol. Os yw'n briodol, gofynnir i staff ddangos tystiolaeth o ddatblygiad proffesiynol parhaus.
- **Gwerthuso Perfformiad:** Rydym wedi ymrwmo i ddatblygu ein staff ac rydych yn gyfrifol am gymryd rhan ym mhroses Adolygu Datblygiad Perfformiad Blynnyddol y swydd.
- **Iechyd a Diogelwch:** Mae gan holl weithwyr y sefydliad ddyletswydd o ofal statudol am eu diogelwch personol eu hunain a diogelwch eraill a allai gael eu heffeithio gan eu gweithredoedd neu esgeulustra. Mae gofyn i ddeilydd y swydd gydweithio â rheolwyr i ganiatau'r sefydliad i fodloni ei ddyletswyddau cyfreithiol ac i adrodd ar unrhyw sefyllfaoedd peryglus neu offer diffygiol. Rhaid i ddeilydd swydd gadw at bolisiau rheoli risg, iechyd a diogelwch a pholisiau cysylltiol y sefydliad.
- **Rheoli Risg:** Un o elfennau safonol y rôl a chyfrifoldeb holl staff y sefydliad yw eu bod yn cyflawni rôl ragweithiol o ran rheoli risg yn eu holl waith. Mae hyn yn cynnwys asesu risg pob sefyllfa, cymryd camau perthnasol ac adrodd ar bob digwyddiad, pethau y bu ond y dim iddynt ddigwydd a pheryglon.
- **Y Gymraeg:** Rhaid i'r holl weithwyr berfformio eu dyletswyddau gan gadw'n gaeth at ofynion Cynllun Iaith y sefydliad a chymryd bob cyfle i hyrwyddo'r Gymraeg wrth ymdrin â'r cyhoedd.
- **Llywodraethu Gwybodaeth:** Rhaid i ddeilydd y swydd fod yn ymwybodol bob amser o bwysigrwydd cadw gwybodaeth sy'n codi yn ystod ei ddyletswyddau yn gyfrinachol ac yn ddiogel. Mewn llawer o achosion bydd hyn yn cynnwys mynediad at wybodaeth bersonol sy'n gysylltiedig â defnyddwyr y gwasanaeth.
- **Deddf Diogelu Data 1998:** Rhaid i ddeilydd y swydd drin pob gwybodaeth boed honno'n gorfforaethol, neu'n wybodaeth am staff neu gleifion mewn modd synhwyrol a chyfrinachol yn unol â darpariaethau Deddf Gwarchod Data 1998 a pholisi'r sefydliad. Ystyrir unrhyw achos o dordyletswydd o ran cyfrinachedd yn drosedd disgyblu difrifol sy'n agored i ddisgyblu a/neu erlyn dan y ddeddfwriaeth statudol bresennol (Deddf Diogelu Data) a Pholisi Disgyblu'r Bwrdd Iechyd.
- **Rheoli Cofnodion:** Fel gweithiwr i'r sefydliad hwn, mae deilydd y swydd yn gyfrifol yn gyfreithiol am yr holl gofnodion a gesglir, grëir neu a ddefnyddir fel rhan o'u gwaith o fewn y sefydliad (gan gynnwys iechyd cleifion, iechyd neu anaf staff, cyllid, personol a gweinyddol), pa un ai ar bapur neu gyfrifiadur. Ystyrir pob cofnod o'r fath yn gofnodion cyhoeddus, ac mae gan ddeilydd y swydd ddyletswydd cyfrinachedd gyfreithiol tuag at ddefnyddwyr gwasanaethau (hyd yn oed ar ôl i weithiwr adael y sefydliad). Dylai deilydd y swydd ymgynghori â'i reolwyr os oes ganddo unrhyw amheuaeth am y ffordd gywir o reoli unrhyw gofnodion y mae'n gweithio gyda nhw.
- **Cydraddoldeb a Hawliau Dynol:** Mae'r Ddyletswydd Cydraddoldeb Sector Cyhoeddus yng Nghymru yn gosod dyletswydd gadarnhaol ar y BI i hyrwyddo cydraddoldeb i bobl â nodweddion gwarchoddedig fel cyflogwr ac fel darparwyr gwasanaethau cyhoeddus. Mae naw rhinwedd a warchodir: oed; anabled; ailbennu rhywedd, priodas a phartneriaeth sifil, beichiogrwydd a mamolaeth; hil, crefydd neu gred, rhyw

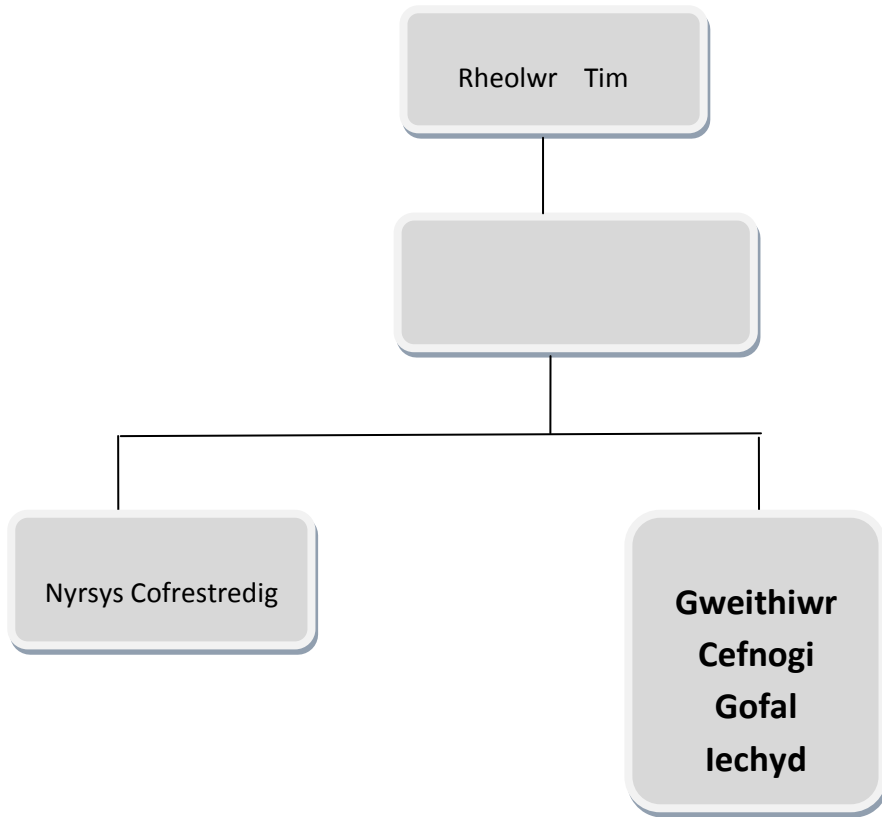
a thueddfryd rhywiol. Mae'r Bwrdd Iechyd yn ymroddedig i sicrhau nad yw unrhyw ymgeisydd am swydd neu weithiwr yn derbyn triniaeth lai ffafriol ar sail unrhyw un o'r uchod. I'r perwyl hwn, mae gan y sefydliad Bolisi Cydraddoldeb, ac mae angen i bob gweithiwr gyfrannu at ei lwyddiant.

- **Urddas yn y Gwaith:** Mae'r sefydliad yn gwrthwynebu pob math o aflonyddu a bwlio ac mae'n ceisio hyrwyddo gweithle lle mae gweithwyr yn cael eu trin yn deg a chydag urddas a pharch. Gofynnir i'r holl staff adrodd ar unrhyw fath o fwlio ac aflonyddu i'w Rheolwr Llinell neu unrhyw Gyfarwyddwr y sefydliad. Ni fydd unrhyw ymddygiad amhriodol yn cael ei oddef a bydd yn cael ei drin fel mater difrifol dan Bolisi Disgyblu'r Bwrdd Iechyd.
- **Gwiriad Datgelu DBS:** Yn y rôl hon bydd gennych gyswllt uniongyrchol â defnyddwyr gwasanaeth/plant/oedolion bregus yn ystod eich dyletswyddau arferol. Felly, bydd raid i chi wneud cais am Wiriad Datgelu Swyddfa Cofnodion Troseddol Estynedig fel rhan o weithdrefn wirio cyn cyflogi'r Bwrdd Iechyd.
- **Diogelu Plant ac Oedolion Bregus:** Mae'r sefydliad yn ymrwymedig i ddiogelu plant ac oedolion bregus. Felly rhaid i'r holl staff felly fynychu hyfforddiant Diogelu Plant a bod yn ymwybodol o'u cyfrifoldeb dan y Polisi Amddiffyn Oedolion.
- **Rheoli Heintiau:** Mae'r sefydliad wedi ymrwymo i fodloni ei rwymedigaethau o ran lleihau heintiau. Mae'r holl staff yn gyfrifol am warchod a diogelu cleifion, defnyddwyr gwasanaeth, ymwelwyr a gweithwyr yn erbyn y risg o gaffael heintiau'n gysylltiedig â gofal iechyd. Mae'r cyfrifoldeb yn cynnwys bod yn ymwybodol o gynnwys Polisiâu a Gweithdrefnau Atal a Rheoli Haint y Bwrdd Iechyd a chadw atynt yn gyson.
- **Dim Ysmygu:** Er mwyn rhoi'r cyfle gorau i'n holl ddefnyddwyr gwasanaeth, ymwelwyr a staff i fod yn iach, mae bob safle'r Bwrdd Iechyd, gan gynnwys adeiladau a thiroedd, yn ddi-fwg.

**Datganiad Hyblygrwydd:** Amlinelliad o ddyletswyddau'r swydd yw'r Disgrifiad Swydd a Manyldeb yr Unigolyn ac efallai y cânt eu newid drwy gytundeb y ddwy ochr o bryd i'w gilydd.

## ATODIAD 1

**Siart Sefydliadol**



ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and / or Knowledge</b>	<p>To be willing to undertake NVQ level 3 and to complete within 2 years.</p> <p>Knowledge of up to date nursing techniques.</p> <p>Knowledge of Mental Health and Substance Misuse issues.</p>	<p>Training in solution focus techniques.</p>	<p>Application form and pre employment checks</p>
<b>Experience</b>	<p>Experience of working with people.</p>	<p>Experience within Mental Health / substance misuse / primary care.</p> <p>Experience of acute in patient settings</p>	<p>Application form and interview</p>
<b>Aptitude and Abilities</b>	<p>Standards of health with a reasonable adjustment that enables the individual to undertake the requirements of the post.</p>	<p>Ability to travel to and from work and also to travel to necessary training.</p> <p>Ability to speak Welsh</p>	<p>Interview</p>
<b>Values</b>	<p>Able to communicate with people at all levels.</p> <p>Able to work in a team and demanding/ pressurised environment.</p> <p>Flexible approach to needs of the service</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Other</b>	<p>Able to satisfy mandatory security clearance.</p> <p>Special requirements to perform in the role e.g. Ability to travel within geographical area.</p> <p>Able to work hours flexibly.</p> <p>Anything else not covered above.</p>		<p>DBS clearance.</p> <p>Application form and interview</p>

## GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **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 organisation'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

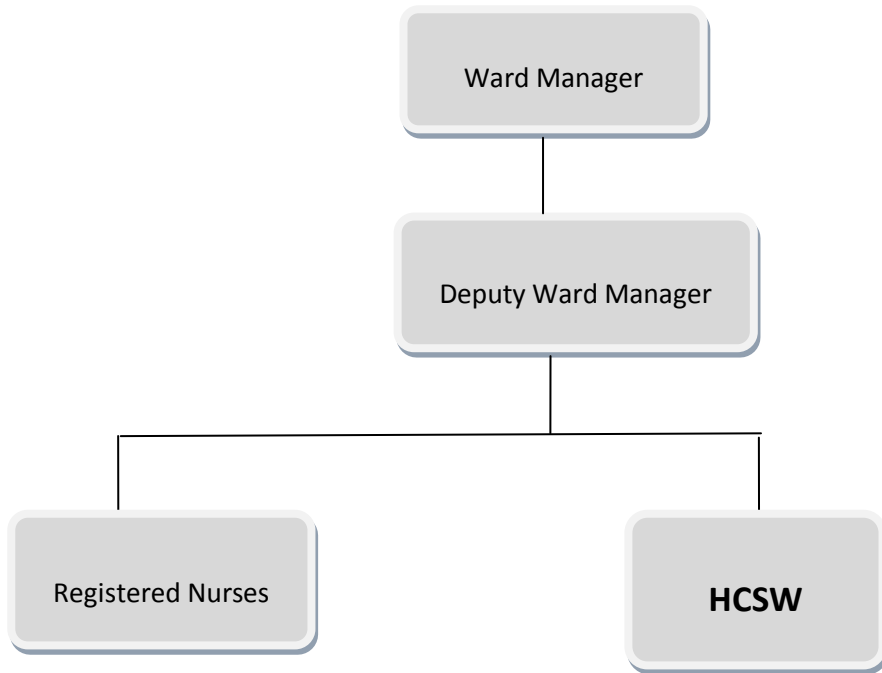
and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have direct contact with service users/children/vulnerable adults 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 Health Board's pre-employment check procedure.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding service users, 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 service users, 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.

## APPENDIX 1

**Organisational Chart**





**Job Title: Health Care Support Worker**

**Supplementary Job Description Information**

**Physical Effort**

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

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Frequent requirement to exert light physical effort for several long periods during shift.	D		
Requirement to walk to prison wings, clinic areas and reception during working shift across large geographical area	D		
The environment consists of a series of separate areas/ buildings which you may need to access on a daily basis. The ability to get to these locations is essential in the delivery of health care interventions.	As required		

**Mental Effort**

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

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Frequent concentration required for checking documents/writing notes/medicines management	D		

Work pattern can be unpredictable due to nature of the work environment receiving/discharging patients throughout the day.	D		
Dealing with complex staffing issues	D		
Dealing with patients complaints in line with NHS policy	D		

### Emotional Effort

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

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Frequent exposure to distressing or emotional circumstances, occasionally highly distressing circumstances; self harm, suicidal or aggressive and threatening behaviour.	D		

### Working Conditions

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

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
<p>Prison environment that provides healthcare services for offenders whom are either on remand awaiting court dates or have been sentenced. This involves being the subject of searching and security procedures, responsibility for keys and working is restrictive, locked environment.</p> <p>Will be based within HMP Berwyn, additional security measures will be required in line with the Ministry of Justice policies.</p>	<b>D</b>		

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<p>Frequent exposure to highly unpleasant working conditions including bodily fluids, significant noise from patients, geographical isolation of the prison, potential inadequate ventilation and temperature control. Being alert to emergency security procedures.</p>	<b>D</b>		
<p>Frequent exposure to aggressive behaviour of patients, with potential verbal abuse and / or physical violence</p>	<b>D</b>		
<p>An understanding of the need to integrate security requirements within the provision of health care for patients.</p>	<b>D</b>		
<p>Moving about the site during inclement weather.</p>	<b>D</b>		

**Submission of documents for job evaluation**

Please sign and retain an original copy for manager and employee.

Send an electronic version of the documents to [Jenny.Jones9@wales.nhs.uk](mailto:Jenny.Jones9@wales.nhs.uk) OR [Sherryl.Todd@wales.nhs.uk](mailto:Sherryl.Todd@wales.nhs.uk) Or

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**Workforce & OD**

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