



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

CAJE REF: 2016/0545

JOB DESCRIPTION

JOB DETAILS:

Job Title	Health Care Support Worker
Pay Band	3
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Children's Disabilities and / or Neurodevelopmental Service, C&YP
Department	Children's Disabilities and / or Neurodevelopmental Service, C&YP
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Child Disabilities Team Leaders / ND Team Leader
Reports to: Name Line Manager	Children with Disabilities Community Nurses / Clinical Lead
Professionally Responsible to:	Child Disabilities Team Leaders & Children with Disabilities Community Nurses / Clinical lead

Add organisational statement on values and behaviours

To improve health and deliver excellent care. Put patients first, Work together, Value and respect each other, Learn and innovate, Communicate openly and honestly.

Job Summary/Job Purpose:

To provide direct support to children and young people and their carers to implement programmes and interventions designed by Children with Disability Nurses / CAMHS practitioners and Clinical Psychology staff. To maintain records and monitor programme aims and objectives reporting back to the responsible clinician and maintaining a positive supportive relationship with families / carers and the child / young person they are working with. This will also involve preparation of materials required to undertake intervention such as picture /

symbol cards for communication systems, picture / symbol activity schedules and social stories.

DUTIES/RESPONSIBILITIES:

Clinical

- To assist the Clinical Practitioners in the collection of information for on going monitoring of behavioural, developmental and psychological interventions. This may include using several recording systems such as event recording (where each occurrence of a behaviour is recorded), interval recording (where an occurrence of a behaviour is recorded if happening within a set time interval) or duration recording (where the length of time a behaviour occurs for is recorded). The method of recording will be set by the nurse or clinical psychologist.
- To assist practitioners in the delivery of specific components of intervention plans. This may involve the implementation of a specific skill that is being taught where the post holder will provide the prompts required (gestural, verbal or physical) at each point and deliver the appropriate reinforcer at the appropriate stage to help the child develop the skill. It may also involve working with carers to develop picture / symbol activity schedules.
- To make judgements about the timing and frequency of prompts (where not specified in a programme) depending on the child's performance within parameters set by the nurse / clinical psychologist
- To participate in developing group based interventions such as keep safe groups and groups to help young people manage their anger and resolve conflicts safely. This will be through ensuring all materials needed for the session are available, photocopying and laminating resources as required and where necessary checking on room availability and making bookings
- To help deliver group based skill development interventions to children and young people by giving support through encouragement and prompting to participate in the work. This will require the post holder to observe the children and young people and make judgements about who may need some additional support and when in conjunction with the person facilitating the group.
- To provide temporary additional support to children and adolescents with disabilities during times of crisis where the child's / young persons placement may be at risk. This may be into
 - The child's / young persons home,
 - Community locations, and
 - In acute health settings where appropriate.
- To provide this support in conjunction with parents / carers and service staff from other agencies and the voluntary sector and in line with agreed programmes developed to meet the aims of care plans. This will mainly be achieved through modelling and demonstrating the management approaches determined by the programme and encouraging those directly involved in providing care to follow the approach demonstrated.
- Maintain good communication and working relationships through accurate and timely reporting to managers and colleagues. This will include providing written records related to the care plan objectives, behavioural recordings and written reports of events or incidents relevant to the child's care

- Maximise flexibility by fulfilling such other duties as may be delegated by the Team Leader or Service Manager commensurate with the grade.

Management/Human | Resources

- Collect and maintain information as requested to promote service development and evaluation. This will include numbers of children/ families worked with, demographic information on children (ages, gender etc)
- Provide information such as dates and times of visits to allocated children, completion of time sheets and travel claims
- To take responsibility to safeguard oneself, and to contribute to the safety of others within the workplace, including the family home highlighting and seeking guidance if any potential risks are encountered.

Education and Development

- Maintain efficiency and professional development by attending team meetings when appropriate, attend regular personal supervision and annual performance reviews.
- Ensure own compliance with regard to mandatory training
- Maintain a record of training undertaken

Clinical Governance

- To keep updated with relevant research thus ensuring clinically effective practice.
- To report any incident/near misses in accordance with Organisational Policy
- Ensure compliance with policies and guidelines for self

Professional Accountability

- Adhere to the Organisations policies and procedures
- Limit your actions to which you feel competent to undertake and are within the scope of your role/duties.

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

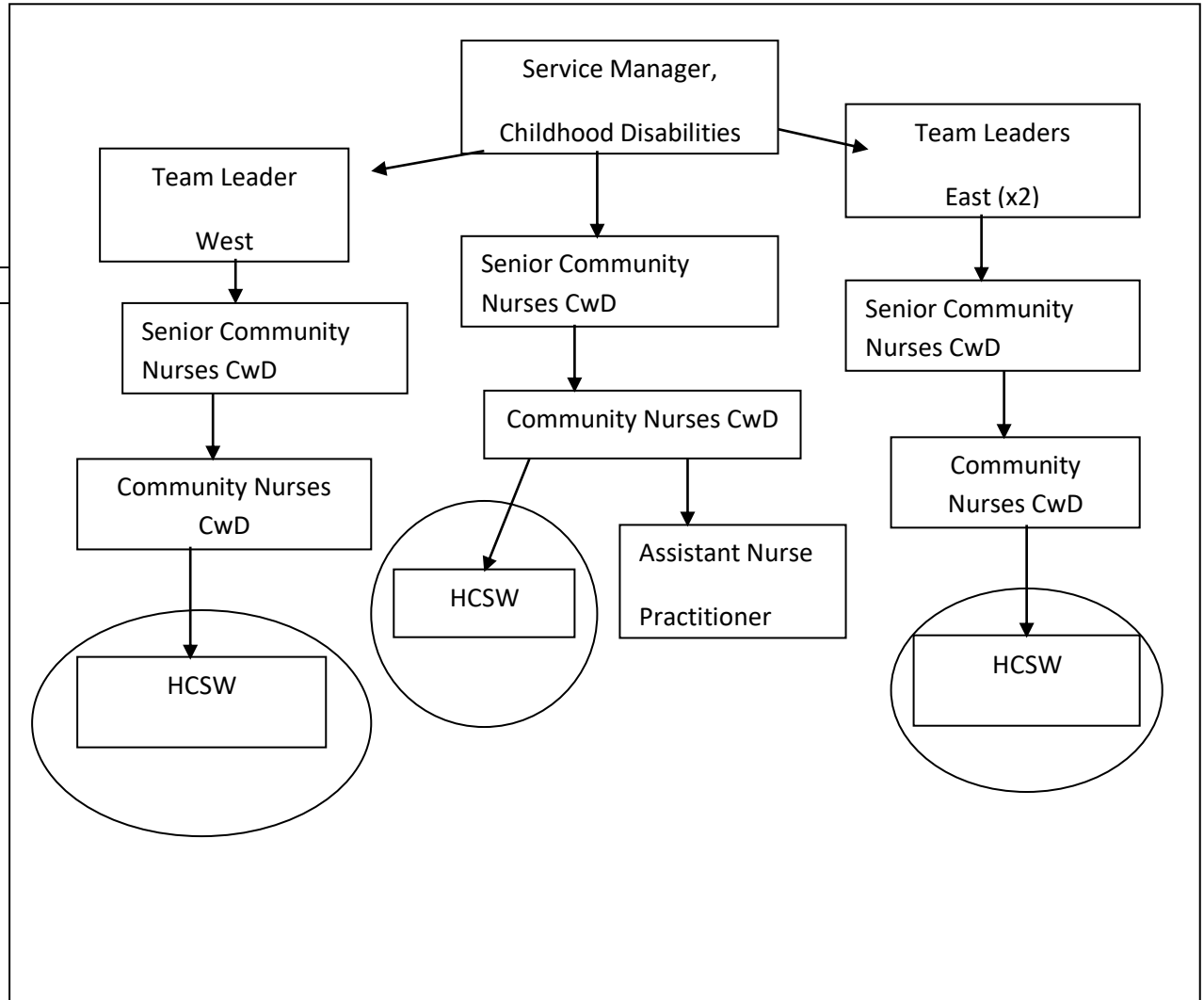
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed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

consult their manager if they have any doubt as to the correct management of records with which they work.

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

ORGANISATIONAL CHART

Please draw an organisational chart showing the post holder and the jobs two levels above and two levels below (where possible) by job title only. **Draw a box around the post holders job**



PERSON SPECIFICATION – GUIDANCE

Job Title: HCSW

Band: B3

	ESSENTIAL The qualities without which a post holder could not be appointed	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria working at full competencies	METHOD OF ASSESSMENT
QUALIFICATIONS	NVQ 3 or equivalent level of general education and experience working in a relevant post	Any relevant formal training within the area of children's disabilities	Certificates / application
EXPERIENCE	Working with children. Experience of supporting young people or adults who challenge.	Prior experience of working in a community setting.	Application Form Interview References
KNOWLEDGE	To possess an understanding of 'normal' child development To demonstrate knowledge of neurodevelopmental conditions in particular ASD and ADHD	An understanding of Applied Behavioural Analysis principles	Application Form Interview References
PERSONAL QUALITIES <i>(Demonstrable)</i>	Value people with disabilities Enthusiastic about working with children with disabilities		Application Form Interview References

<p>SKILLS</p>	<p>Able to follow written programmes of care</p> <p>Good organsitional abilities and time management</p> <p>Good communication with parents and children</p> <p>Good behaviour management skills</p> <p>Good written and verbal skills.</p> <p>Able to present information clearly and concisely.</p> <p>To possess an understanding of the All Wales Child Protection Procedures.</p>		<p>Application Form Interview References</p>
<p>OTHER RELEVANT REQUIREMENTS <i>(Please Specify)</i></p>	<p>Ability to commute within the geographical area of the service catchment area to fulfill the duties of the role.</p> <p>Flexibility in work pattern to meet the needs of the clients with whom post holder is working</p> <p>Computer literate</p>		<p>Application Form Interview Document Check</p>
<p>WELSH LANGUAGE REQUIREMENTS</p>	<p>Willingness to learn Welsh (Welsh speaker where post is located in areas where Welsh is required to be able to perform the role)</p>	<p>Welsh Speaker</p>	<p>Application form Interview</p>

Betsi Cadwaladr University Health Board

EFFORT FACTOR INFORMATION TO SUPPORT JOB DESCRIPTIONS

Post Title: Health Care Support Worker

Base / Ward:

CPG / Department: C&YP CPG / Children's Disabilities Service

This document should be completed for each job description and submitted together with the agreed job description and person specification. Having studied the information relating to effort factors, give an accurate description of what effort is required in the job role under each of the headings. Please indicate frequency of exposure as follows:

D = Daily W = Weekly M = Monthly A = Once/twice a year

Physical Skills e.g. clinical skills (e.g. intubation, venepuncture) or non-clinical skills (e.g. high speed accurate typing).

Please detail the physical skills required to fulfil the duties of the job. Take into account:

- *Hand-eye co-ordination such as may be required for audio typing or manipulation of materials/tools*
- *Sensory skills (sight, hearing, touch, taste, smell) such as those required for listening for speech and language defects*
- *Dexterity such as those required for use of fine tools/laying out of instruments, manipulation*
- *Requirements for speed and accuracy such as advanced keyboard use/high speed driving.*
- *Highly developed physical skills as may be required for e.g. performing surgical interventions, suturing, intubation or a range of manual physiotherapy treatments or carrying out endoscopies.*

Nature of skills required:

Keyboard skills – must be computer literate, D

Have training and be able to utilise breakaway techniques in management of challenging behaviour – M

To be able to use safe practice principles if required to use emergency restraint - A

Be able to use ethical and safe physical prompting (I.e. not restraint) in helping teach skills such as engaging in table top activities or performing self help tasks - W

Physical Effort:-Examples to be given if lifting, standing or sitting for long periods; manual handling; making repetitive movements; manipulating objects

Nature & Frequency:

Engaging with children on play and development activities, bending, getting down onto and up from the floor, working at table top activities, W

Delivering interventions in community settings, taking children out, W

Managing challenging behaviour which may include physical management, breakaway etc W

Sitting at the computer producing materials for use in interventions possibly for an extended period of time M

Standing whilst making observations / recording assessment and evaluation data for extended periods, W

Mental Effort such as preparing detailed reports; checking documents and / or calculations; carrying out clinical diagnosis or interventions; analysing statistics; undertaking formal student / trainee assessments. Is the post predictable or unpredictable in nature? Give details of interruptions that require the post holder to change from one task to another.

Nature & Frequency:

Make decisions in real time to act to manage challenging behaviour within the limits of capability and in line with written programmes and relevant policies and procedures W

Prepare materials for workshops and sessions working with groups of children / parents / carers W

To help in deliver sessions to individuals / groups of children or carers identifying those who may need additional support to participate fully M

Collecting assessment data such as frequency / duration measures of challenging behaviour, momentary time sampling etc which requires the ability to concentrate for long periods to maintain accurate records, W

Emotional Effort such as processing news of highly distressing events; dealing with the terminally ill or with people with challenging behaviour; dealing with difficult situations

Nature & Frequency:

Distressing incidents of challenging behaviour which may include children self injuring or physically assaulting carers, W

Distressed and upset parents who are struggling to meet the needs of their disabled child M

Management of children with challenging behaviour in sessions or at child's own home, W

Working conditions such as exposure to excessive temperatures; unpleasant odours; bodily fluids; using a computer more or less continuously; driving or being driven

Nature & Frequency:

Can be required to work in people's homes with limited space to work, W

Driving to appointments or other basis to deliver interventions / workshops etc, D