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CAJE REF Wales/WPF/2025/0015

APPROVED 16/05/2025

# JOB TITLE Wales Health Care Support Worker (Critical Care/High Dependency)

# BAND 2

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| Job Summary |
| * Work as part of the multidisciplinary team delivering care to patients within critical care/high dependency under supervision provided by a registered health care professional.
* Work alongside the registered health professional, undertaking personal care activities and tasks as delegated by a registered healthcare professional, in accordance with the HEIW All Wales Guidelines for Delegation.
* Ensure the registered healthcare professional is regularly updated on the patient’s/client’s condition and improvement/deterioration.
* Maintain high standards of cleanliness in the healthcare setting and appropriate storage of stock items.
* Deliver role in accordance with Health Board/Trust Values and the Code of Conduct for HCSW’s in Wales.
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| Responsible to |
| Reporting:       | Accountable:       | Professionally:       |
| Responsibilities and Duties |
| **Planning and Design**Plan and prioritise own daily allocated workload within the area, ensuring tasks are completed efficiently, safely and effectively and in line with patient’s assessed and identified needs and plan of care.Work within established procedures when delivering care; and under the supervision of a registered healthcare professional. **Care**In undertaking all care tasks within the critical care or high dependency setting, the Health Care Support Worker will work alongside the registered healthcare professional. Within the course of their duties the postholder will:Support the provision of personal care to patients. Depending on the patient’s condition, this may include using the shower or bath, washing facilities, dressing, supporting patients to meet their oral hygiene needs, accessing, and using toilets, collecting, and disposing of bodily waste, ensuring that privacy, dignity, and security is maintained. This may involve using hoists, wheelchairs or other mobility aids.Assist in pressure area care and support the registered healthcare professional to regularly check skin condition. This may include assisting a member of the multidisciplinary team to reposition the unconscious patient/encouraging the conscious patient to change their position or be repositioned.Participate in manual handling of patients and transferring them between trolleys and beds, including the positioning and repositioning of the patient. This will include using appropriate manual handling equipment, for example Patslide.Help orientate the patients to time, place and physical location, and enable a therapeutic relationship with patients through engagement and activities as deemed appropriate to the patient.Support the registered healthcare professional to ensure the safety of patients/clients requiring increased level of supervision, for example patients at risk of falls, patients with memory impairment, behavioral, mental health/learning disabilities care needs.Where appropriate, support patients to eat and drink through choosing appropriate food and drinks and enabling them to prepare for eating and drinking, assisting them when required. Obtain informed consent prior to providing care, understanding the actions required if care is declined.Undertake high standards of infection prevention control in the healthcare setting, through effective hand hygiene practices, maintaining a clean environment and cleaning of equipment.Demonstrate care and compassion to patients, carers and relatives to help ensure high-quality person-centered patient care is delivered at all times.Do everything possible to ensure comfort, dignity and safety of patients, clients, family and friends, and to relate with kindness and empathy to all concerned.Recognise and report observed changes in the patient’s physical and psychological needs to a registered healthcare professional.Record accurate and timely information in the appropriate documentation including documenting, for example weight, height, body mass index (BMI), and recording of nutrition and hydration.Report any concerns relating to Safeguarding adults and children to a registered healthcare professional without delay.Participate in clinical emergencies, summoning assistance and following local or national guidance, working as a member of the multi-disciplinary team within scope of practice.Support the registered healthcare professional when chaperoning is required for patients during medical interventions or procedures. **Stock and Equipment**Support the cleaning and preparation of the patient bed area.May be required to maintain adequate levels of stock, equipment and materials and facilitate the efficient, effective use of resources; reporting when availability falls below an acceptable standard or level.Maintain the cleanliness of equipment in all clinical and non-clinical areas, this includes cleaning all types of equipment, and rooms/areas within the care setting.Undertake safe custody, return or disposal of individuals’ property.Undertake the correct disposal of linen and used clinical waste, and cleaning of the clinical environment of care.**Communications**Meet and greet, and provide appropriate support to patients and relatives during visiting and protected rest periods.Provide appropriate routine information effectively to patients, carers and other staff, using appropriate communication techniques to overcome any barriers to understanding and provide support using empathy and tact during distressing or emotional events. This may include interacting with patients/families who have additional needs, for example, learning disabilities or language/communication barriers.Communicate clearly and appropriately with the multi-disciplinary team, accepting instructions and giving feedback on patient care and activities to relevant health care professionals where required, highlighting any concerns you may have without delay.Respond appropriately to routine queries, take phone messages and pass on written and verbal information to patients and staff in a timely manner. **Improvement and Monitoring**Required to follow all legislation and organisational policies and procedures and will be asked to comment on procedures for own area of activity.Contribute to research, audits and clinical trials programmes as required undertaken within the area of work.**Digital and Information** Maintain accurate records in both written and electronic formats, adhering to data governance, confidentiality, and cybersecurity policies.Where appropriate, demonstrate proficiency in selecting and using digital tools for daily tasks, training, communication, and supporting individuals in safely using digital healthcare methods.  |
| PERSON SPECIFICATION |
| Qualifications and Knowledge  |
| Essential* Level 2 in care.

or Ability to undertake a period of induction and on the job training to include theoretical knowledge of care and a range of work-related procedures, for example completion of a competency based workbook equivalent to Level 2 vocational qualification.* Ability to understand and comply with mandatory induction standards and Code of Conduct for Health Care Support Workers in Wales.

Desirable* Level 2 vocational qualification in relevant health care related subject.
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| Experience |
| **Essential** * Experience of working as part of a team.

**Desirable*** Previous experience working with people in a caring capacity.
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| Skills and Attributes |
| **Essential*** Good communication skills – verbal and written, with the ability to convey information clearly and sensitively.
* Ability to keep calm in stressful situations.
* Ability to demonstrate a caring and compassionate approach.
* Organisational skills, with the ability to plan and prioritise own workload efficiently.
* Ability to use technology to undertake the role for example Microsoft office, email, TEAMS etc.
* Physically able to carry out the duties of the role, including lifting, assisting with mobility, and performing other manual tasks.

**Desirable*** Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh.
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| Other |
| * Enhanced DBS clearance including Adults and Childrens Barred List check.
* Ability to work a range of shift patterns.
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