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CAJE REF Wales/WPF/2025/0020

APPROVED 16/05/2025

# JOB TITLE Wales Health Care Support Worker (Mental Health)

# BAND 2

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| Job Summary |
| * Works as part of the multidisciplinary team delivering care to patients/service users experiencing mental health needs within in-patient services with support and supervision provided by a registered health care professional
* Undertakes or supports with 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 patients/client’s condition and improvement/deterioration
* Maintains 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 including maintaining physical, procedural and relational security.
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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**Undertake care or support self-care as directed by the registered healthcare professional, following agreed care plans, providing information to the registered healthcare professional that will enable the monitoring and amendment of care plans.Recognise and report observed changes in the patient’s physical and psychological needs to a registered healthcare professional. Undertake high standards of infection prevention control in the healthcare setting, through effective hand hygiene practices, maintaining a clean environment and cleaning of equipment.Obtain informed consent prior to providing care, understanding the actions required if care is declined.Demonstrate care and compassion to patients, carers and relatives to help ensure high-quality person-centered patient care is delivered at all times.Support with, or where required provide personal care to patients/clients, including using the shower or bath, washing facilities, dressing, supporting oral hygiene needs, enabling patients to meet their 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.Support people to eat and drink through choosing appropriate food and drinks and enabling them to prepare for eating and drinking, assisting them where appropriate. Actively promote opportunities to support the patient to achieve independence where appropriate and enable a therapeutic relationship with patients/service users through engagement and activities as deemed appropriate to the patient or client group. Recognise challenging situations that may require prevention and de-escalation and summoning support, whilst breaking away in order to safely manage risk.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.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.Provide pressure relief as directed, reporting any concerns to the registered healthcare professional. 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.Act as a chaperone, escort patients to other departments within the hospital setting they are being cared for under the delegation of a registered healthcare professional. Ensure the safety of patients/clients requiring an increased level of supervision, for example patients at risk of falls or memory impairment. **Stock and Equipment**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 individual’s property.Undertake the correct disposal of linen and used clinical waste, and cleaning of the clinical environment of care.**Communications**Use a range of verbal and non-verbal communication skills in order to build and sustain positive therapeutic relationships specific to each individual patient/service users and carers, being aware of where barriers may exist. 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 demonstrates 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.
* Ability to be able to complete self-protective/breakaway training (certified/accredited) during induction.

Desirable* Level 2 vocational qualification in relevant health care related subject.
* Certified /accredited self-protective/breakaway training.
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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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