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CAJE REF Wales/WPF/2025/0011

APPROVED 29/04/2025

# JOB TITLE Wales Health Care Support Worker (Outpatients)

# BAND 2

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| Job Summary | | |
| * Work as part of the multidisciplinary team delivering care to patients within the outpatient setting under supervision provided by a registered healthcare professional * Undertakes personal care activities and tasks as delegated by a registered healthcare professional, in accordance with the HEIW All Wales Guidelines for Delegation * Supports the registered healthcare professional in the effective running of the outpatients area on a day to day basis * 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 | | |
| 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**  Ensure the timely preparation of clinics to support the effective running of clinics, and that a professional service is provided to patients.  Provide personal care to patients/clients for example support patients to undress/dress for examination/procedures, 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 the registered healthcare professional in the manual handling of patients and transferring them between chairs and examination couches/beds, including the positioning and re-positioning of the patient, this will include using appropriate manual handling equipment for example Patslide.  Support the registered healthcare professional to provide pressure area care to patients who are at risk of pressure damage within the outpatient setting. This may include encouraging the patient to change their position or to be repositioned. Reporting any concerns to the registered healthcare professional without delay.  Where appropriate, support people to eat and drink by providing snacks and refreshments as delegated by the registered healthcare professional.  Obtain informed consent prior to providing care, understanding the actions required if care is declined.  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.  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.  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.  Support the registered healthcare professional in the preparation of trolleys for procedures, and provide assistance during the undertaking of procedures, for example provide emotional support to the patient; supply the registered healthcare professional with items such as dressings and equipment.  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 healthcare setting under the delegation of a registered healthcare professional.    Support the safety of patients/clients attending outpatients requiring increased level of supervision, for example patients at risk of falls, patients with memory impairment, behavioral needs, mental health/ learning disabilities care needs, reporting any changes to the registered healthcare professional without delay.    **Stock and Equipment**  As part of the outpatient’s team, contributes to the cleaning, stocking, assembly, dismantling, maintenance and preparation of clinical and non-clinical equipment within clinical and non-clinical areas to maintain a high standard of cleanliness. This will include cleaning treatment rooms between patients and undertaking a thorough clean on completion of the clinic.  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**  Communicates waiting times/the progress of clinics to patients and their relatives to support a positive patient experience, including signposting and / or escorting to other departments as part of the patient journey.  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 clinicians working within the outpatient setting and all other services providers connected with outpatients, accepting instructions and giving feedback on patient care and activities to relevant healthcare 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 service improvement by contributing ideas for improvement to influence the total patient experience and journey through outpatients.  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  Desirable  * Level 2 vocational qualification in relevant health care related subject | | |
| Experience | | |
| **Essential**   * Experience of working as part of a team.   **Desirable**   * Previous experience working with people in a caring capacity. | | |
| 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 (please delete as appropriate). | | |
| Other | | |
| * Enhanced DBS clearance including Adults and Childrens Barred List check. * Ability to work a range of shift patterns. | | |