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CAJE REF Wales/WPG/2025/0019

APPROVED 16/05/2025

# JOB TITLE Wales Nursing Support Worker (Mental Health)

# BAND 3

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| Job Summary | | |
| * Works as part of the multidisciplinary team delivering care to patients/service users experiencing mental health needs in the community/home setting or inpatient services, with support and supervision provided by a registered healthcare professional. * Undertakes or supports personal care activities, daily living skills/tasks and clinical care duties with minimal support and supervision as delegated by a registered healthcare professional in accordance with the HEIW All Wales Guidelines for Delegation. * Supports the enhanced observation of patients who present as a high risk to themselves or others due to a mental health, cognitive or clinical condition. * Ensures the registered healthcare professional is regularly updated on the patients/client’s condition and progress. * Ensures the working environment is safe and hygienic following infection prevention and control policies and processes. * Contributes to the teaching and supervision of students and junior staff. * Delivers role in accordance with Health Board/Trust Values and Code of Conduct for HCSW’s in Wales including maintaining physical, procedural and relational security. | | |
| Responsible to | | |
| Reporting: | Accountable: | Professionally: |
| Responsibilities and Duties | | |
| **Planning and Design**  Plan and prioritise own delegated workload, ensuring tasks are completed efficiently, safely and effectively, using your initiative to prioritise the work based on the needs of patients/clients, adjusting to ensure emergencies and priority tasks are completed to deadlines.  Work within established procedures when delivering care; and under the supervision of a registered healthcare professional.  **Clinical**  Undertake care or supports self-care as directed by the registered health-care professional, following agreed care/recovery plans, providing information to the registered healthcare professional that will enable the monitoring and amendment of care/recovery plans and ongoing risk assessment. For example, this may include working closely with patients/ service users to meet their individual needs in achieving independence, supporting with life skills, resuming integration into social settings, actively helping participation in activities to facilitate recovery and achieve their goals.  Develop rapport based upon a therapeutic working relationship, encouraging and motivating engagement in the individual care/ recovery plan, maintaining appropriate boundaries at all times.  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.  Support with, or where required, provide personal care to patients/service users, including 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.  Support people to eat and drink through, enabling them to choose appropriate food and drinks, prepare for eating and drinking, assisting them where appropriate escalating any concerns to the registered healthcare professional.  Provide pressure relief as directed, recording and reporting abnormalities and skin condition to the registered healthcare professional.  Demonstrate care and compassion to patients, carers and relatives to help ensure high-quality person-centered patient care is delivered at all times advocating for them if required.  Observe patients for signs of agitation or distress, and record accurate and timely information in the appropriate documentation including documenting for example indicators of positive recovery, patient/service user strengths, presence of relapse indicators.  Support the registered healthcare professional in undertaking safe and supportive therapeutic observation and engagement with patients/service users at risk to themselves or others as outlined within their individual risk assessment and care treatment plan/ or positive behaviour support plan.. Reporting and recording any changes observed to the registered healthcare professional without delay and maintain accurate records in line with local policy.  Recognise challenging situations that may require prevention and de-escalation; using least restrictive practice and approved techniques, as a last resort this may include undertaking restrictive interventions (restraint) in order to safely manage risk.  Demonstrate care and compassion to patients/service users, carers and relatives to help ensure high-quality person-centered patient care is delivered at all times, advocating for them if required.  Where relevant to the area of practice undertake a range of delegated clinical care duties, reporting all findings to the registered healthcare professional for example:   * Undertake and record physiological measurements such as temperature, manual blood pressure, pulse, oxygen saturation. * Record weight, height, body mass index (BMI), recording of nutrition and hydration. * Undertake Point of Care testing such as carrying out urinalysis, pregnancy testing and escalating any abnormalities, recording blood glucose including conducting compliance with both internal and external quality assessment of equipment. * Obtain diagnostic samples, for example collecting urine samples/stool samples/sputum samples, wound swabs, ensuring the correct handling and sending of specimens whilst adhering to infection control and local guidance polices. * Removal of peripheral cannula, urinalysis, removal of catheter, care of stoma. * Undertaking simple wound dressings and wound observation.   On completion of relevant training and assessment of competence, undertake administration of routine medications within their home or community setting in accordance with an individual care plan and under the delegation of a registered healthcare professional and in accordance with local policy.  Escort and support patients to other departments within the healthcare setting under the delegation of a registered healthcare professional.  Under the delegation of a registered healthcare professional, escort and appropriately supervise patients/service users whilst accessing the community following relevant local procedures and individual patient/service users risk management plan.  Act as a chaperone when appropriate, supporting and preparing patients/service users for and during interventions or clinical/medical procedures.  Adhere to, and follow the principles of safeguarding children and adults, promptly reporting any concerns to the registered healthcare professional.  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 on own initiative within their scope of practice recognising and reporting observed changes in the patient/service users mental and physical needs escalating any concerns or changes to risk to a registered healthcare professional.  **Stock and Equipment**  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. This could include the service users home setting.  In the inpatient 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.  Check the functionality of equipment that is used by patients and clients and report any issues to an appropriate team member.  **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.  Observe and record all verbal and non-verbal communication, recognising how it may be relevant to changes in the individual patient/service users psychological/physical condition. Providing support using empathy and tact during distressing or emotional events.  Provide appropriate routine information effectively to patients, carers and other staff, using appropriate communication techniques to overcome any barriers to understanding and providing 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 effectively with the multi-disciplinary team, accepting instructions and giving feedback on patient care and activities to relevant registered health care professionals where required.  Respond appropriately to routine queries, take phone messages and pass on written and verbal information to patients and staff in a timely manner.  Promote health education/health lifestyle advice/mental health wellbeing, and access to health interventions, specific to the clinical area and in line with national and local policies.  Actively support the provision of group intervention with other registered healthcare professionals /or third sector agencies.  **Improvement and Monitoring**  Required to follow all legislation and organisational policies and procedures, will be asked to comment on procedures for own area of activity, and suggest improvements which will contribute to the efficient running of the service supporting better patient experience.  Adhere to standard operating procedures, guidelines and policies whilst delivering care, for example if working in community settings adhere to the lone worker policy/procedure in order to maintain own and others personal safety.  Contribute to research, audits, quality improvement initiatives and clinical trial programmes, as required carried out within the area of work.  **Management, Leadership and/or Training**  Supervise the work of Band 2 Nursing Healthcare Support workers and apprentices.  Work alongside student nurses, those on work experience placement and nurse cadets providing support.  Delegate work to appropriate staff to ensure services are met.  **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 3 qualification in a health care related subject   Or  Equivalent experience and can evidence work based competency demonstrating theoretical knowledge, and the ability to undertake clinical care duties relevant for the role which is gained through experience and worked based training/short courses.   * Knowledge of the Code of Conduct for Healthcare Support Workers in Wales and All Wales Delegation Guidelines (HEIW). * Knowledge of relevant policies and procedures within a healthcare setting for example the principles of Safeguarding adults/children to keep patients within their care safe, and confidentiality for example General Data Protection Regulations (GDPR). * Ability to be able to complete certified /accredited physical intervention training, for example Prevention and Management of Violence and Aggression (PMVA) during induction.  Desirable  * Certified /accredited physical intervention training, for example Prevention and Management of Violence and Aggression (PMVA). | | |
| Experience | | |
| **Essential**   * Experience of working within a relevant heath or social care environment, providing direct patient care.   **Desirable**   * Experience of working with patient groups relevant to area of practice. * Experience of working within the NHS. | | |
| Skills and Attributes | | |
| **Essential**   * Good communication skills – verbal, non-verbal and written, with the ability to convey information clearly and sensitively. * Ability to work with minimum supervision to a high standard. * 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 and others workload efficiently. * Ability to use technology to undertake the role, for example Microsoft Office, virtual platforms such TEAMS. * Physically able to carry out the duties of the role, including lifting, assisting with mobility, implementing restraint (if required) and performing other manual tasks.   **Desirable**   * Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh. | | |
| Other | | |
| * Enhanced DBS clearance including Adults and Childrens Barred List check. * Ability to work a range of shift patterns. | | |