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CAJE REF Wales/WPF/2025/0012

APPROVED 29/04/2025

# JOB TITLE Wales Nursing Support Worker (Outpatients)

# BAND 3

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| Job Summary | | |
| * Works 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 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 * 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 | | |
| 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, 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**  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.  Undertake 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.  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.  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/minor surgical procedures, for example provide emotional support to the patient, supply the registered healthcare professional with items such as dressings and equipment, applying simple wound dressings using aseptic non touch technique.  Undertake and record physiological measurements which may vary depending on the clinic specialty; for example, recording temperature, manual blood pressure, pulse, oxygen saturation, peak flow, spirometry, FeNO test, recording Electrocardiogram (ECG), reporting all findings to the registered healthcare professional.  Undertake Point of Care testing, for example carrying out urinalysis including 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 / faecal samples/ sputum samples, wound swabs, obtaining venous blood samples ensuring the correct handling and sending of specimens whilst adhering to infection control and local guidance polices. NB this may vary depending on the clinic.  Undertake delegated care duties as directed by a registered healthcare professional, examples of which may include but not limited to,care of and removal of urinary catheters, care of stomas, undertaking simple wound dressings and wound observation, removal of peripheral cannula. NB this list is not exhaustive and maybe specific to the clinic/outpatient area.  Escort patients to other departments within the healthcare setting under the delegation of a registered healthcare professional.  Act as a chaperone when appropriate supporting and preparing patients for / during medical interventions or procedures.  Ensure 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.  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’s physical and psychological needs to a registered healthcare professional.  **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.  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 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 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.  Promote health education specific to the clinical area and in line with national and local policies.  **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 trials 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) | | |
| 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 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, 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 | | |