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APPROVED 20/08/2025

# JOB TITLE Wales Nursing Support Worker (Babies, Children and Young People Community)

# BAND 3

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| Job Summary | | |
| * Works as part the children’s community team delivering care to children/young people with care needs, and their families, in their own home, or residential setting, or place of education with support and appropriate supervision which can be remote or direct, 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 including functional ability * Promotes and maintains a healthy, safe and secure environment for babies, children and young people, and their families * 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**  Undertake 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.  For babies, children and young people who are unable to give informed consent prior to providing care, obtain informed consent from parent/s or a suitable adult who has parental responsibility, understanding the actions required if care is declined.  Undertake high standards of infection prevention control in the care setting, through effective hand hygiene practices, maintaining a clean environment and cleaning of equipment.  Provide personal care Following babies, children and young people specific care plan to children/young people, 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. All Moving and handling care plans provided by therapies to be followed by staff for safe practice.  Support babies, children and young people to eat and drink always following Dietician / SALT care plans that are in place. through choosing appropriate food and drinks and enabling them to prepare for eating and drinking, assisting them where appropriate. This may include specific training to enable them to support babies, children and young people requiring enteral feeds including care of gastrostomy site.  Provide pressure relief as directed, recording and reporting abnormalities and skin condition to the registered healthcare professional using assessment tools  Demonstrate care and compassion to babies, children and young people and their families to help ensure high-quality family centered care is delivered whilst upholding and promoting the rights of children and advocating for them if required.  Actively promote opportunities to support babies, children and young people to achieve maximum independence with activities of living where appropriate to their care needs, this may include washing, dressing, meal preparation, eating and drinking and functional transfers such as on/off toilet, bed, chair.  Record accurate and timely information in the appropriate documentation including documenting, for example weight, height, and recording of nutrition and hydration.  Undertake and record delegated duties, for example recording body temperature, blood pressure, oxygen saturation level, pulse and respiratory rate as appropriate. Reporting any observations outside the normal ranges  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. NB this may vary depending on area of work.  Undertake delegated care duties as directed by a registered healthcare professional, examples of which may include but not limited to administration of routine and emergency medications, topical cream application, continence reassessments, bladder scanning, catheter care, stoma care and changing stoma / gastric draining bags, and simple wound care using aseptic non touch technique. NB this list is not exhaustive and maybe specific to the scope of practice.  Accompany children to support their specific health care needs on educational college days, or parental access visits.  Act as a chaperone when appropriate supporting and preparing babies, children and young people for / during medical interventions or procedures.  Ensure the safety of children and young people whose level of behavior, learning disability or mental health possess a risk of fall therefore requires increased supervision. All changes to be reported to the registered healthcare professional.  Adhere to, and follow the principles of safeguarding children and adults, promptly reporting any concerns to the registered healthcare professional, and following organisation safeguarding procedures  Act on own initiative within their scope of practice recognising and reporting observed changes in the babies, children and young people physical and psychological needs to a registered healthcare professional.  **Stock and Equipment**  Maintain and order clinical supplies and/or equipment as directed and ensure that they are appropriately managed and kept secure.  Maintain the cleanliness of equipment in the care environment, this includes cleaning all types of equipment as appropriate.  Undertake the correct disposal of linen and used clinical waste in the care setting which may include the client’s home.  **Communications**  Provide age-appropriate communication to babies, children and young people, and effective communication to 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 effectively with the integrated team, other agencies and the voluntary sector accepting instructions and giving feedback on patient care and activities to relevant registered healthcare professionals where required.  Respond appropriately to routine queries, take phone messages and pass on written and verbal information to the registered healthcare professional which maybe in the home or educational setting. This should be done in a timely manner and may require escalation for support.  Promote health education relevant to the child/ young person 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 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**  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 health 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. | | |
| Ability to work with minimum supervision to a high standard | | |
| * Enhanced DBS clearance including an/a Adults and Childrens Barred List check (delete as appropriate) * Ability to work a range of shift patterns * Ability to travel within geographical area to meet the needs of the service | | |