

## JOB DESCRIPTION

### CARDIFF AND VALE UNIVERSITY HEALTH BOARD

#### JOB DETAILS

|                        |  |
|------------------------|--|
| <b>Job Title:</b>      | Senior Healthcare Assistant Health Visiting/School Nursing/Social Care |
| <b>Pay Band:</b>       | Band 3   |
| <b>Department:</b>     | Health Visiting/School Nursing/Social Care                             |
| <b>Directorate:</b>    | Community Child Health   |
| <b>Clinical Board:</b> | Children & Women   |
| <b>Base:</b>           | All Locations  |

#### ORGANISATIONAL ARRANGEMENTS

|                                       |                         |
|---------------------------------------|-------------------------|
| <b>Managerially Accountable to:</b>   | Registered Practitioner |
| <b>Reports to:</b>                    | Registered Practitioner |
| <b>Professionally Responsible to:</b> | Head of Service         |

#### Our Values: *'CARING FOR PEOPLE; KEEPING PEOPLE WELL'*

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

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|--|---|
| <b>We care about the people we serve and the people we work with</b> | Treat people as you would like to be treated and always with <b>compassion</b>                              |
| <b>We trust and respect one another</b>                              | Look for <b>feedback</b> from others on how you are doing and strive for <b>better</b> ways of doing things |

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| <b>We take personal responsibility</b> | Be <b>enthusiastic</b> and take responsibility for what you do.                         |
| <b>We treat people with kindness</b>   | <b>Thank</b> people, celebrate success and when things go wrong ask 'what can I learn'? |
| <b>We act with integrity</b>           | Never let structures get in the way of doing the <b>right thing</b> .                   |

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

## **JOB SUMMARY/JOB PURPOSE**

To work with the Health Visiting/School Nursing/Social Care team working, undertaking delegated tasks with appropriate supervision from a Registered Practitioner or Assistant Practitioner. Contribute to delivering a preventative service for children and their families, with an aim to achieve equity of health outcomes, following the Health Child Wales Programme (HCWP).

## **DUTIES AND RESPONSIBILITIES**

### **COMMUNICATION**

- Provide and receive routine information with children and families in homes and group settings e.g. supporting parents, baby massage and school drop-in session for children and young people.
- To report any concerns or issues to the Registered Practitioner.
- Contribute to developments within the service e.g. attending relevant meetings, contribute to service changes.
- To answer the telephone, record messages accurately and ensure the information is received by the relevant staff.
- To consult with patients/relatives/carers and obtain views regarding consumer satisfaction as directed by the Registered Practitioner/Assistant Practitioner.
- Respond appropriately to parents, children and young people's queries, this may

include dealing with anxious and distressed children/young people parents/carers either face to face or by telephone.

- Keep accurate, contemporaneous records.
- Initiating appointments and supporting the child development and immunisation programmes
- Reports any complaints to the Registered Practitioner.

### **RESPONSIBILITY FOR PATIENT/CLIENT CARE**

- Undertake home visits to children and young people (as delegated by the Registered Practitioner) and contribute to assessment and assist in the development, implementation of individualised care plans.
- Assists with developmental reviews e.g. preparation of information packs, making appointments and participating in child health clinics under the supervision of the Registered/Assistant Practitioner.
- To contribute to the immunisations, screening and developmental assessments in line with the HCWP as delegated by the lead health professional.
- Give appropriate advice to families regarding child care matters e.g. nutrition, sleep problems, and breast feeding.
- Monitor suitability of equipment in clinic/group settings.
- Follow-up parents / children / young people who default appointments.
- Reinforce key public health messages to children and young people/parents/carers provided by the relevant practitioner to enable informed health / life choices to be made.
- Give advice on issues of safety in the home and the local community.
- Support the facilitation of a range of group work, e.g. Baby Massage, Parenting,

and Young/Teenage Parents as delegated.

- Introduce families to the range of local support that is available to them i.e. Family Centres, Community Schemes, Playgroups, Mother & Toddler Groups. Support the introduction and integration of the family to these groups.
- Create and distribute information on community resources and facilities for children, young people and families.
- Offer support to families and children with additional learning needs, development delay and disabilities under direction of the Registered/Assistant Practitioner.
- Provide stimulating and educational play activities for children and their families in accordance with the Registered/Assistant Practitioner care plan.
- To undertake a range of clerical duties to support the team.

#### **ORGANISATIONAL, ANALYTICAL AND JUDGEMENTAL SKILLS (SERVICE DELIVERY)**

- Recognise situations that may be detrimental to the health and well-being of the individual and reporting concerns to the Registered/Assistant Practitioner.
- To ensure the effective use of all resources, materials and equipment in the clinic, school or community settings, paying particular attention to the safety and well-being of Children and Young People.
- To participate in the evaluation of health promotion activities in the community working with other disciplines and agencies.
- To contribute to the monitoring of the intervention, reporting back to the lead practitioner. Issues could include sleep programmes, toilet training, behaviour intervention, play, healthy lifestyles, emotional health and wellbeing.
- To participate in reflective practice as part of ongoing personal and professional development
- Contribute new ideas to improve the child and young person's journey by utilising a number of relevant evidence based approaches e.g. behaviour

management, motivational interviewing etc.

- Use initiative when acting on information from children, young people, parents and carers and be able to respond appropriately e.g. safeguarding disclosures. Report to the Registered Practitioner.
- Adheres to “The Code of Conduct for Health Care Support Workers in Wales”. All delegated activities will be in line with “All Wales Guidelines for Delegation” (NLIAH, 2010). The Code of Professional Practice for Social Care (2017 Social Care Wales).

### **PLANNING & ORGANISATIONAL SKILLS**

- Manage own time effectively to include planning of workload in collaboration with other team members.
- Update all health education displays and assist the team with health promotion activities.
- Will be required to plan delegated daily workload undertaking home visits, plan and deliver group activities.
- To work effective within the team, scheduling, cancelling and rearranging appointments.
- Report any adverse incidents in the most appropriate way following the relevant Local and National Policies.
- Keep an accurate diary.
- Complete and return statistical information as required and maintain / update electronic data systems as appropriate. Assist the team in community and caseload profiling
- Ensuring that completed consent and screening forms are returned to the Child Health Department for data entry following immunisation sessions.

### **GENERAL**

- **Performance Reviews/Performance Obligation:** The post holder will be

expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.

- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access

Occupational Health and other support in times of need and advice.

- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate noncompliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital

based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219

- **Equality and Diversity:** We are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support an inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

**Date Prepared:**

**Prepared By:**

**Date Reviewed:**

**Reviewed By:**



## PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

|                   |  |                        |  |
|-------------------|--|------------------------|--|
| <b>Job Title:</b> | Senior Healthcare Assistant Health Visiting/School Nursing/Social Care | <b>Department:</b>     | Health Visiting/School Nursing/Social Care |
| <b>Band:</b>      | Band 3   | <b>Clinical Board:</b> | Children & Women                           |
| <b>Base:</b>      | All Locations  |                        |  |

|                       | ESSENTIAL   | DESIRABLE   | METHOD OF ASSESSMENT   |
|-----------------------|---|---|--|
| <b>QUALIFICATIONS</b> | Good standard of education, including GCSE English and Maths Grades A-C or equivalent Level II qualification.<br><br>NVQ/QCF Level 3 or equivalent level of knowledge | Community experience.   | Application Form<br>Certificate Check<br>Registration Card – Nurse/AHP |
| <b>EXPERIENCE</b>     | Experience of working with children and young people.   | Experience of working in health visiting, school nursing, children's social care team or education. | Application Form<br>Interview<br>References                            |

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|--|---|---|--|
| <b>SKILLS</b>                                      | <p>A good level of interpersonal and communication skills.</p> <p>Be able to demonstrate tact and diplomacy when working with others.</p> <p>Ability to engage members of the public.</p> | <p>Ability to speak Welsh.</p> <p>Able to demonstrate situations where effective organisational skills have been used, such as organising groups.</p> <p>Ability to work independently and as part of a team.</p> | <p>Application Form</p> <p>Interview</p> <p>References</p> |
| <b>PERSONAL QUALITIES</b><br><i>(Demonstrable)</i> |   | <p>Able to work in a multi-disciplinary / multi-agency team.</p>  | <p>Application Form</p> <p>Interview</p> <p>References</p> |
|  |   | <p>Demonstrates a committed and caring attitude</p>   |  |
| <b>OTHER</b><br><i>(Please Specify)</i>            | <p>Ability to travel within geographical area.</p> <p>Able to work hours flexibly</p>   |   | <p>Interview Document</p> <p>Check*</p>                    |

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|-----------------------|--|---------------------|
| <b>Date Prepared:</b> |  | <b>Prepared By:</b> |
| <b>Date Reviewed:</b> |  | <b>Reviewed By:</b> |