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WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

**Band 3 - Gweithiwr Cymorth
Gofal Iechyd**

**Darllen y Swydd Ddisgrifiad yn
Gymraeg**

**Band 3 - Health care Support
Worker**

**Read the Job Description in
English**



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TEITL Y SWYDD: Gweithiwr Cymorth Gofal Iechyd

Band: 3

TROSOLWG SWYDD:

Mae deiliad y swydd yn gyfrifol am gynorthwyo'r tîm amlddisgyblaethol i ddarparu gwasanaeth rheoli pwysau i gleifion allanol, cleifion mewnol ac mewn lleoliadau cymunedol gan gynnwys cartref y claf ei hun, cartrefi gofal, practisau meddygon teulu a lleoliadau cymunedol yn ôl yr angen ac yn ystod eu dyletswyddau bydd yn:

- Cynorthwyo'r tîm amlddisgyblaethol i ddatblygu a chyflwyno rhaglenni addysg grŵp
- Cynorthwyo'r tîm amlddisgyblaethol i ddarparu gwasanaeth (gweithgareddau cleifion a rhai nad ydynt yn gleifion) ar gyfer cleifion mewnol, cleifion allanol a chleifion cymunedol.
- Cynorthwyo'r tîm amlddisgyblaethol i ddatblygu a chyflwyno rhaglenni addysg grŵp.
- Trefnu ac archebu lleoliadau ar gyfer sesiynau hyfforddi yn dilyn cyfarwyddyd y tîm amlddisgyblaethol.
- Cyfathrebu ag ystod eang o staff proffesiynol, partneriaid cyhoeddus ac allanol.
- Datblygu adnoddau, monitro stoc ac archebu cyflenwadau priodol gan weithgynhyrchwyr.
- Cynorthwyo i gasglu data a chynhyrchu dangosyddion canlyniadau ac adroddiadau archwilio addysg grŵp.
- Cofrestru a dilysu atgyfeiriadau cleifion allanol, archebu a rheoli clinigau a grwpiau cleifion allanol, gan gynnwys cysylltu â chleifion ynghylch apwyntiadau addas yn ôl yr angen.
- Monitro cynnydd cleifion a darparu cyngor dilynol i gleifion

Yn gyfrifol i:

Yn Adrodd:	Yn Atebol:	Yn Broffesiynol:
Arweinydd Gweithredol	Pennaeth Maeth a Dieteteg	Pennaeth Maeth a Dieteteg

Cynllunio a Dylunio

- Cynllunio a blaenoriaethu eich llwyth gwaith eich hun yn unol ag arfer rheolaeth amser personol da ar gyfer cwblhau'r llwyth gwaith a neilltuwyd Cod Ymddygiad ar gyfer Gweithwyr Cymorth Gofal Iechyd yng Nghymru.
- Trefnu apwyntiadau cleifion, cyfarfodydd, archebu ystafelloedd ar gyfer cyfarfodydd ac achlysuron a threfnu arlwygo os oes angen.
- Cymryd rhan mewn cyfarfodydd achos amlddisgyblaethol a chynllunio rhyddhau.

Gwella, Monitro, Datblygu Polisiâu / Gwasanaethau

- Dilyn Fframwaith Dirprwyo Cymru Gyfan, a safonau, polisiâu a gweithdrefnau Sefydliadol ac Adrannol.
- Cymryd rhan mewn gosod safonau a diweddarau adnoddau'r Adran ar y cyd â chydweithwyr a chynorthwyo i gynhyrchu adnoddau, pecynnau addysgu a chymhorthion clyweledol.
- Bydd disgwyl ymwneud gweithredol â materion ansawdd yr Adran a chydymffurfio â pholisiâu a gweithdrefnau'r Adran a'r Bwrdd Iechyd, e.e. cynnal cofnodion a chymryd rhan mewn casglu data

Cyfathrebu.

- Darparu gwybodaeth i gleifion, gofalwyr, Gweithwyr Gofal Iechyd Proffesiynol, partneriaid allanol a'r cyhoedd yn dilyn protocol y cytunwyd arno.
- Cyfathrebu â phlant, pobl ifanc a'u teuluoedd/gofalwyr er mwyn rhoi cyngor ar y cynllun gofal a luniwyd gan y tîm amlddisgyblaethol
- Cydgysylltu â Gweithwyr Gofal Iechyd Proffesiynol a gofalwyr ynghylch materion gofal cleifion yn unol â chyfarwyddyd y tîm amlddisgyblaethol. Gall hyn gynnwys presenoldeb mewn cyfarfodydd tîm amlddisgyblaethol neu gysylltu â thimau eraill.
- Cyflew adborth i'r tîm ar gynnydd cleifion mewn perthynas â'u cynllun gofal unigol.
- Cyfathrebu nodau a chynnydd y cynllun gofal trwy ysgrifennu nodiadau achos, nodiadau digidol neu gyfathrebu llafar.
- Adrodd yn effeithiol i'r cofrestrai sy'n goruchwyllo am unrhyw anawsterau wrth gyflawni eu dyletswyddau.
- Cyfathrebu â'r cyhoedd dros y ffôn neu wyneb yn wyneb, sy'n gofyn am gyfathrebu effeithiol, weithiau â phobl sydd ag anawsterau cyfathrebu, rhwystrau i ddeall, neu a allai fod yn ofidus, perswadio, arwain ac annog cleifion i gydymffurfio â chyngor a roddir gan y tîm amlddisgyblaethol gan ddefnyddio sgiliau cyfathrebu datblygedig.
- Ateb ymholiadau ffôn gan gleifion, wardiau ac adrannau ac ailgyfeirio galwadau yn ôl yr angen. Defnyddio barn bersonol wrth ddelio ag ymholiadau yn absenoldeb cofrestrai a chynorthwyo i addysgu grwpiau o gleifion a/neu deuluoedd/gofalwyr

Clinigol

- Gweithio gyda goruchwyliaeth gan gofrestrai i ddarparu cyngor i gleifion a gofalwyr ar gyfer cyflyrau lle mae canllawiau proffesiynol/clinigol. Gan ddarparu cymorth i gleifion unigol a gofalwyr sy'n arsylwi cleifion, bydd hyn yn cynnwys amrywiaeth o

ymyriadau gan gynnwys ond heb fod yn gyfyngedig i dymheredd, pwysedd gwaed, pwls, dirlawnder ocsigen, glwcos gwaed ac wrinalysis, ECG arferol, gwythien-bigo, cofnodi biocemeg, pwysau, taldra, archwaeth a data perthnasol am gleifion, sgrinio maethol a chydymffurfio â chynlluniau triniaeth o fewn canllawiau penodol yr adran. Cwblhau asesiadau dan oruchwyliaeth cofrestrai a defnyddio Pecynnau TG.

- Cynnal mesuriadau anthropometrig a monitro ymyriadau yn barhaus fel rhan o gynllun gofal y cytunwyd arno.
- Cymryd rhan weithredol wrth gefnogi gwaith y tîm amlddisgyblaethol

Rheolaeth, Hyfforddiant ac Arweinyddiaeth

- Cynorthwyo i gynllunio, trefnu a darparu addysg a hyfforddiant i grwpiau o gleifion a gofalwyr a chefnogi myfyrwyr yn ystod lleoliad pan fo angen.
- Nodi anghenion hyfforddi personol, ymgymryd â DPP rheolaidd a chymryd rhan mewn Arfarniad Personol ac Adolygu Datblygiad a goruchwyliaeth glinigol.

Arian a Chyllideb

- Ymwybyddiaeth o weithdrefnau ariannol a gweithredu yn unol â hwy archebu a chynnal stoc papur swyddfa gan sicrhau defnydd cost effeithiol o gyflenwadau ac archebu amserol, gan gadw cofnodion priodol.
- Cydgysylltu ag adrannau a chwmnïau allanol yn ôl yr angen wrth brynu adnoddau e.e. offer.

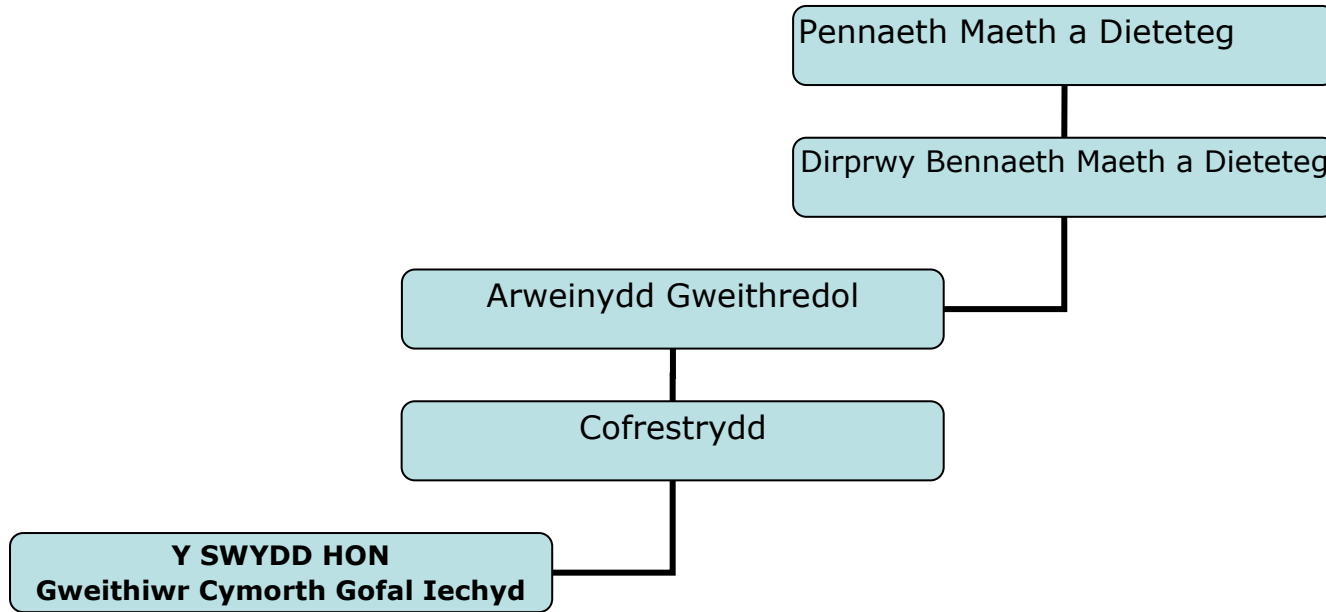
Digidol a Gwybodaeth

- Cynorthwyo gyda chefnogaeth glerigol trwy deipio, ffeilio, llungopio, archebu a chael nodiadau meddygol cleifion, ffacsio. Gall hyn gynnwys teipio llythyrau yn ôl yr angen a chynnal system ffeilio ac adalw effeithlon ar gyfer yr holl wybodaeth.
- Cofrestru gweithgaredd sesiynau hyfforddi, atgyfeiriadau cleifion allanol/gweithgarwch â llaw / system TG. Coladu data/adroddiadau ystadegol yn ôl y gofyn a dogfennu data gweithgaredd cleifion yn unol â safonau proffesiynol a sefydliadol.
- Coladu data/adroddiadau ystadegol yn ôl y gofyn.

Datblygiad Ymchwil. Gwerthuso ac archwilio

- Cymryd rhan mewn archwiliad clinigol

Cymwysterau a Gwybodaeth Hanfodol	Dymunol	Profiad Hanfodol	Dymunol
<p>NVQ lefel 3 neu gyfwerth. Gwybodaeth a dealltwriaeth o'r Cod Ymarfer i Weithwyr Cymorth Gofal Iechyd yng Nghymru. Gwybodaeth am yr agweddau sylfaenol ar ofal a phwysigrwydd hybu iechyd a lles Dealltwriaeth o ffisioleg sylfaenol, e.e. arwyddion hanfodol arferol, cydbwysedd hylif, gofynion maeth. Deall egwyddorion cyfrinachedd. Yn deall egwyddorion caniatâd cyn ymgymryd â gofal, egwyddorion Diogelu oedolion/plant i gadw cleifion yn eu gofal yn ddiogel. Dealltwriaeth o bryd i ofyn am gyngor ac uwchraddio i'r gweithiwr cofrestredig proffesiynol priodol am gymorth a chyngor arbenigol Gwybodaeth am ordewdra/rheoli pwysau gan gynnwys rheoli maeth, pwysigrwydd gweithgaredd a'r agweddau seicolegol. Newid ymddygiad neu gyfweld ysgogol.</p>	<p>Sgiliau Bwyd a Maeth Cymunedol Lefel 2 Agored Cymru neu gymhwyster maeth cyfatebol neu barodrwydd i ddilyn hyfforddiant ar benodiad RSA 2 neu gymhwyster teipio cyfatebol.</p> <p>Cymhwyster addysgu neu hyfforddi. Cymhwyster Lefel 3 Gweithiwr Cefnogi Deieteg Agored Cymru.</p>	<p>Profiad sylweddol o weithio fel Cynorthwydd Gofal Iechyd o fewn gwasanaeth GIG. Gallu i ddelio â threfnau ar hap a natur anrhagweladwy y llwyth gwaith, blaenoriaethu'r llwyth gwaith a chyswllt unigol cleifion. Profiad o weithio mewn tîm. Profiad o fewnbynnu data, gallu defnyddio cyfrifiaduron. Delio ag ymholiadau ffôn. Profiad o ddefnyddio pecynnau windows, Microsoft Word, PowerPoint ac outlook.</p>	<p>Profiad o gyflwyno addysg grŵp. Profiad sain-deipio</p>
Doniau a Galluoedd Hanfodol	Dymunol	Meini Prawf Hanfodol Eraill	
<p>Cadw at a gallu dangos gwerthoedd ac Ymddygiadau BIPBA</p> <p>Sgiliau cyfathrebu effeithiol gyda phobl o gefndiroedd amrywiol. Y gallu i weithio'n unigol gydag unigolion dan gyfarwyddyd cofrestreion Y gallu i weithio ar eich menter eich hun blaenoriaethu llwyth gwaith yn unol ag anghenion cleifion a gwasanaeth. Y gallu i gyfathrebu'n gywir ar lafar ac yn ysgrifenedig. Sgiliau gweithio mewn tîm. Sgiliau rhifedd. Sgiliau bysellfwrdd cywir - mewnbynnu data, prosesu geiriau, rhynggrwyd a dadansoddi diet. Yn gallu delio â gweithgaredd corfforol cymedrol e.e. cludo offer i grwpiau a sefydlu amgylchedd grŵp addas. Hyblyg, Addasadwy a chreadigol.</p>	<p>Mae sgiliau Cymraeg yn ddymunol ar lefel 4 i 5 o ran, deall, siarad, darllen ac ysgrifennu yn y Gymraeg</p>	<p>Y gallu i deithio o fewn ardal ddaearyddol a gweithio oriau hyblyg. Y gallu i fyfyrto a gwerthuso'ch perfformiad eich hun yn feiriadol. Y gallu i weithio dan bwysau mewn amgylchedd sy'n aml yn anrhagweladwy. Gallu gosod blaenoriaethau a chwrdd â therfynau amser dyddiol. Gallu delio â chleientiaid a pherthnasau gofidus. Cliriad Boddhaol Manwl y Gwasanaeth Datgelu a Gwahardd gan gynnwys gwiriad Rhestr Gwaharddedig Oedolion a Phlant</p>	



JOB TITLE: Health care Support Worker

Band: 3

JOB OVERVIEW:

The post holder is responsible for assisting the multidisciplinary team in providing a weight management service to outpatients, inpatients and in community settings including patient's own home, care homes, GP practices and community venues as required and in the course of their duties will:

- Assist the multidisciplinary team in the development and delivery of group education programmes
- Assist the multidisciplinary team to provide a service (patient and non-patient activities) for inpatients, outpatients and community patients.
- Assist the multidisciplinary team in the development and delivery of group education programmes.
- Organise and booking venues for training sessions following direction of the multidisciplinary team.
- Communicating with a wide range of professional staff, public and external partners.
- Develop resources, monitoring stock and ordering appropriate supplies from manufacturers.
- Assist in data collection and production of indicators of outcomes and group education audit reports.
- Register and validate outpatient referrals, booking and management of outpatient clinics and groups, including liaison with patients regarding suitable appointments as required.
- Monitor patients progress and provide follow up advice to patients

Responsible to:

Reporting:	Accountable:	Professionally:
Operational Lead	Head of Nutrition and Dietetics	Head of Nutrition and Dietetics

Main Duties & Responsibilities

Planning and Design

- Plan and prioritise own workload in accordance with exercising good personal time management for completion of allocated workload Code of Conduct for Health Care Support Workers in Wales.
- Arrange patient appointments, meetings, booking of rooms for meetings and functions and arrange catering if required.
- Participation in multidisciplinary case meetings and discharge planning.

Improvement, Monitoring, Policy/Service Development

- Follow the All-Wales Delegation Framework, and Organisation and Departmental standards, policies and procedures.
- Participation in standard setting and updating of the Department resources in conjunction with colleagues and assist in the production of resources, teaching packs and audio-visual aids.
- Active involvement with quality issues of the Department will be expected and comply with Department and Health Board policies and procedures, e.g. to maintain records and participate in data collection

Communication.

- Providing information to patients, carers, Health Care Professionals, external partners and the general public following agreed protocol.
- Communicate with children, young people and their families/carers in order to advise on the care plan devised by the multidisciplinary team
- Liaison with Healthcare Care Professionals and carers regarding issues of patient care as directed by the multidisciplinary team . This may involve attendance at multidisciplinary team meetings or liaison with other teams.
- Communicate feedback to the team regarding progress of patients related to their individual care plan.
- Communicate goals and progress of the care plan to by writing in case notes, digital notes or verbal communication.
- Report effectively to supervising registrant any difficulties in performing their duties.
- Communicate with the public via telephone or face to face, requiring effective communication, sometimes with people who have communication difficulties, barriers to understanding, or who may be distressed, persuade, guide and encourage patients to comply with advice given by the multidisciplinary team using developed communication skills.
- Answer telephone queries from patients, wards and departments and redirect calls as necessary. To use own judgement on dealing with enquires in absence of a registrant and assist in the teaching of groups of patients and/or families/carers

Clinical

- Work with supervision from a registrant to provide advice to patients and carers for conditions where there are professional/clinical guidelines. Providing support to individual patients and carers performing patient observations, this will

include a range of interventions including but not limited to temperature, blood pressure, pulse, oxygen saturation, blood glucose and urinalysis, routine ECG, venepuncture, recording biochemistry, weight, height, appetite and relevant patient related data, nutritional screening and compliance with treatment plans within set department guidelines. Completing assessments under supervision of a registrant and using IT Packages.

- Undertaking anthropometric measurements and ongoing monitoring of interventions as part of agreed care plan.
- Take an active role in supporting the work of the multidisciplinary team

Management, Training & Leadership

- Assist in the planning organisation and delivery of education and training for groups of patients and carers and support students during placement when required.
- Identify personal training needs, undertake regular CPD and participate in Personal Appraisal and Development Review and clinical supervision.

Finance and Budget

- Awareness of financial procedures and to act in accordance with them order and maintain office stationery stock ensuring cost effective use of supplies and timely ordering, maintaining appropriate records.
- Liaise with departments and external companies as required in purchasing resources e.g. equipment.

Digital and Information

- Assist in clerical support by typing, filing, photocopying, ordering and obtaining patient medical notes, faxing. This may include typing letters as required and maintain efficient filing and retrieval system for all information.
- Register training session activity, outpatients' referrals/activity manually / IT system. Collation of statistical data/reports as requested and document patient activity data in accordance with professional and organisational standards.
- Collation of statistical data/reports as requested.

Research Development. Evaluation & Audit

- Participate in clinical audit

Essential Qualifications & Knowledge	Desirable	Essential Experience	Desirable
<p>NVQ level 3 or equivalent. Knowledge and understanding of the Code of Conduct for Healthcare Support Workers in Wales. Knowledge of the fundamental's aspects of care and the importance of the promotion of health and wellbeing Understanding of basic physiology, e.g. normal vital signs, fluid balance, nutritional requirements. Understands the principles of confidentiality. Understands the principles of consent prior to undertaking care, the principles of Safeguarding adults/children to keep patients within their care safe. Understanding of when to seek advice and escalate to the appropriate registered professional for expert help and advice Knowledge of obesity/weight management including the nutritional management, importance of activity and the psychological aspects. Behavioural change or motivational interviewing.</p>	<p>Agored Cymru Community Food and Nutrition Skills Level 2 or equivalent nutrition qualification or willingness to undertake training on appointment RSA 2 or equivalent typing qualification. Teaching or training qualification. Agored Cymru Dietetic Support Worker Level 3 Qualification.</p>	<p>Significant experience of working as a Healthcare Assistant within an NHS service. Ability to deal with non-routine and unpredictable nature of the workload, prioritise workload and individual patient contact. Experience of team working. Experience of data inputting, computer literate. Dealing with telephone enquiries. Experience of using windows, Microsoft Word, PowerPoint and outlook packages.</p>	<p>Experience of delivering group education. Audio-typing experience</p>
Essential Aptitude and abilities	Desirable	Other Essential Criteria	
<p>Adhere to and can demonstrate SBU Values & Behaviours</p> <p>Effective communication skills with people from diverse backgrounds. Ability to work single-handedly with individuals under direction of Registrant Ability to work on own initiative prioritize workload according to patient and service needs. Ability to provide accurate verbal and written communications. Team working skills. Numeracy skills. Accurate keyboard skills- inputting data, word processing, internet and dietary analysis. Able to deal with moderate physical activity e.g. transportation of equipment to groups and setting up of suitable group environment. Flexible, Adaptable and creative.</p>	<p>Welsh Language Skills are desirable at level 4 or 5 in understanding, speaking, reading, and writing in Welsh</p>	<p>Ability to travel within geographical area and to work hours flexibly. Ability to reflect and critically appraise own performance. Ability to work under pressure in an often-unpredictable environment. Able to set priorities and meet daily deadlines. Able to deal with distressed clients and relatives. Satisfactory Enhanced DBS clearance including an Adults and Childrens Barred List check</p>	

Organisational Chart

