



## **MANYLEB BERSONOL**

Y wybodaeth i'w mesur ar gyfer y lleiafswm sydd ei hangen i gynnal dyletswyddau llawn y swydd at y safonau gofynnol. Dylid defnyddio cymwysterau i ddarparu dangosydd o lefel yr wybodaeth angenrheidiol. Mae hyfforddiant a phrofiad yn fod o feddu ar yr wybodaeth angenrheidiol ar gyfer swydd, megis hyfforddiant yn y swydd, cyrsiau byr a phrofiad at lefel gywerth o wybodaeth a ddylid ei nodi.

**SYLWER:** Peidiwch â defnyddio nifer blynnyddoedd o brofiad, oherwydd gall hyn fod yn wahaniaethol a bydd y rhain yn cael eu dychwelyd. Mae'n hanfodol i reolwyr ganolbwytio ar y mathau o sgiliau a rhinweddau angenrheidiol i gyflawni dyletswyddau'r swydd.

RHINWEDDAU	HANFODOL	DYMUNOL	DULL ASESU
<b>Cymwysterau a/neu Wybodaeth</b>	Cymhwyster cydnabyddedig gradd/cywerth mewn Dietegydd  HCPC Cofrestredig  Cofrestrwyd gyda BDA	Aelodaeth grŵp rhwydwaith clinigol priodol.  Dangos dealltwriaeth a chymryd rhan mewn llywodraethu clinigol ac asesu risg.  Gwybodaeth am ddeddfwriaethau/polisi iechyd.  Gwybodaeth a sgiliau cyfathrebu estynedig ac amgen.	Ffurflen gais a gwiriadau cyn cyflogi
<b>Profiad</b>	Ystod o brofiadau clinigol ar draws gwasanaethau oedolion yn ystod y lleoliad clinigol.	Profiad o ddirprwyo gwaith i staff heb eu cofrestru.  Profiad o weithio mewn timau amlddisgyblaethol/Timau amlbroffesiwn.  Profiad o gefnogi newid mewn gwasanaeth.  Profiad clinigol ychwanegol neu'n ymwneud â gofal iechyd.	Ffurflen Gais a chyweliad
<b>Cymhwyster a Galluoedd</b>	Sgiliau rhyngbersonol ardderchog.  Gallu datrys problemau.	Gallu siarad Cymraeg.	Cyweliad

	<p>Sgiliau trafod.</p> <p>Gwybodaeth am offer asesu.</p> <p>Y gallu i hunanwerthuso.</p> <p>Sgiliau canolbwytio.</p> <p>Sgiliau blaenorriaethu.</p> <p>Sgiliau myfyrio a dadansoddi.</p> <p>Sgiliau gwahaniaethu clywedol.</p> <p>Sgiliau gwrando da.</p> <p>Gallu gweithio fel aelod o dîm.</p> <p>Sgiliau arsylwi da.</p> <p>Sgiliau cyflwyno ardderchog, llafar ac ysgrifenedig.</p> <p>Profiad a gwybodaeth glinigol amrywiol.</p> <p>Deall moeseg broffesiynol a'u deunydd mewn ymarfer.</p> <p>Ymwybyddiaeth o swyddogaethau staff proffesiynol eraill sy'n gysylltiedig â defnyddwyr gwasanaeth ar y llwyth gwaith a gytunwyd.</p> <p>Sgiliau cynllunio, rheoli amser a threfnu effeithiol</p> <p>Sgiliau TG.</p> <p>Ymwybyddiaeth o lywodraethu clinigol/archwilio.</p>		
<b>Gwerthoedd</b>	<p>Empathi</p> <p>Hunan-frwdfrydig a gallu ysgogi eraill.</p> <p>Gallu gweithio dan amodau gwaith anodd yn emosiynol.</p> <p>Hyblyg i fodloni anghenion y gwasanaeth.</p> <p>Gallu gweithio'n annibynnol.</p> <p>Gallu ymdopi ag amgylchedd gwaith prysur gyda chyfnodau o darfu drwy gydol y dydd.</p>		<p>Ffurflen gais</p> <p>Cyfweliad</p> <p>Geirdaon</p>

	<p>Gallu blaenoriaethu'ch baich gwaith eich hun</p> <p>Y gallu i fyfyrion a gwerthuso eich perfformiad eich hun yn gritigol.</p> <p>Gallu dangos doethineb a diplomyddiaeth wrth weithio ag eraill.</p>		
<b>Arall</b>	<p>Gallu bodloni cliriad diogelwch gorfodol.</p> <p>Gofynion arbennig i wneud y swydd e.e. gallu teithio o fewn ardal ddaearyddol.</p> <p>Agwedd hyblyg at waith.</p> <p>Unrhyw beth arall na gynhwysir uchod.</p>		<p>Cliriadau DBS a charchar</p> <p>Ffurflen Gais a chyfweliad</p>

### **GOFYNION CYFFREDINOL**

Dylech gynnwys y rhai sy'n berthnasol i ofynion y swydd

- **Gwerthoedd:** Mae'n ofynnol bod bob gweithiwr y Bwrdd Iechyd yn dangos a chynnwys y Gwerthoedd a Datganiadau Ymddygiad er mwyn iddynt fod yn rhan integredig o fywyd gweithio deilydd y swydd ac i gynnwys yr egwyddorion yn niwylliant y sefydliad.
- **Gweithwyr Iechyd Proffesiynol Cofrestredig:** Gofynnir i holl weithwyr y Bwrdd Iechyd y mae gofyn iddynt gofrestru â chorff proffesiynol, er mwyn iddynt allu gweithio o fewn eu proffesiwn, gydymffurfio â'u côd a gofynion eu cofrestriad proffesiynol.
- **Gallu:** Ar unrhyw adeg ni ddylai deilydd y swydd weithio y tu allan i lefel ddiffiniedig cymhwysedd. Os oes pryderon yngylch hyn, dylai deilydd y swydd eu trafod â'i reolwr/goruchwylwr ar unwaith. Mae gan weithwyr gyfrifoldeb i roi gwylod i'w Goruchwylwr/Rheolwr os oes ganddynt amheuaeth yngylch eu gallu i wneud eu dyletswyddau.
- **Dysgu a datblygiad:** Mae'n rhaid i bob aelod o staff ymgymryd â rhaglen gynefino ar lefel Gorfforaethol ac Adran a rhaid sicrhau bod unrhyw ofynion hyfforddiant statudol/gorfodol yn gyfredol. Pan fo'n briodol, gofynnir i staff ddangos tystiolaeth o ddatblygiad proffesiynol parhaus.
- **Gwerthuso Perfformiad:** Rydym wedi ymrwymo i ddatblygu ein staff ac rydych yn gyfrifol am gymryd rhan mewn Adolygiad Datblygiad Perfformiad Blynnyddol o'r swydd.
- **Iechyd a Diogelwch:** Mae gan holl weithwyr y sefydliad ddyletswydd gofal statudol dros eu diogelwch personol eu hunain a phobl eraill y gallai eu gweithredoedd neu esgeulustod effeithio arnynt. Mae'n ofynnol i ddeilydd y swydd gydymffurfio â rheolwyr i alluogi'r BILI i gwrdd â'i ddyletswyddau cyfreithiol ei hunan ac i adrodd am unrhyw sefyllfa beryglus neu gyfarpar diffygol. Rhaid i'r deilydd swydd lynnwrth bolisiâu rheoli risg, iechyd a diogelwch a pholisiâu cysylltiol y sefydliad.
- **Rheoli Risg:** Elfen safonol o rôl a chyfrifoldeb holl staff y sefydliad yw eu bod yn cyflawni rôl ragweithredol o ran rheoli risg yn eu holl waith. Mae hyn yn cynnwys asesu risg pob sefyllfa, cymryd camau priodol ac adrodd am bob digwyddiad, achosion y bu ond dim iddynt ddigwydd a pheryglon.
- **Y Gymraeg:** Rhaid i'r holl weithwyr berfformio eu dyletswyddau gan gadw'n gaeth at ofynion Cynllun

Iaith y sefydliad ac achub ar bob cyfle i hyrwyddo'r Gymraeg wrth ymdrin â'r cyhoedd.

- **Llywodraethu Gwybodaeth:** Mae'n rhaid i ddeilydd y swydd fod yn ymwybodol bob amser o bwysigwydd cynnal cyfrinachedd a diogeledd gwybodaeth a geir wrth gyflawni ei ddyletswyddau. Bydd hyn yn cynnwys mewn sawl achos, mynediad at wybodaeth bersonol yn ymwneud â defnyddwyr gwasanaeth.
- **Deddf Diogelu Data 1998:** Rhaid i ddeilydd y swydd drin pob gwybodaeth boed honno'n gorfforaethol, neu'n wybodaeth am staff neu gleifion mewn modd synhwyrol a chyfrinachol yn unol â darpariaethau Deddf Diogelu Data 1998 a pholisi'r Sefydliad. Ystyrir unrhyw fethiannau mewn cyfrinachedd fel troedd ddifrifol disgylblaethol, a all arwain at ddiswyddo a/neu erlyniad dan ddeddfwriaeth statudol gyfredol (Deddf Gwarchod Data) a Pholisi Disgyblu'r Bwrdd lechyd.
- **Rheoli Cofnodion:** Fel gweithiwr y sefydliad hwn, mae gan ddeilydd y swydd gyfrifoldeb cyfreithiol am yr holl gofnodion mae'n eu casglu, eu creu neu'n eu defnyddio fel rhan o'i waith yn y sefydliad (gan gynnwys iechyd cleifion, ariannol, personol a gweinyddol) p'un ai eu bod ar bapur neu ar gyfrifiadur. Ystyrir pob cofnod fel hyn yn gofnod cyhoeddus, ac mae gan y deilydd swydd ddyletswydd gyfreithiol o gyfrinachedd i ddefnyddwyr gwasanaeth (hyd yn oed ar ôl i weithiwr adael y BILI). Dylai deilydd y swydd ymgynghori gyda'i reolwyr os oes ganddo unrhyw amheuaeth am reolaeth gywir unrhyw gofnodion y mae'n gweithio gyda nhw.
- **Cydraddoldeb a Hawliau Dynol:** Mae Dyletswydd Cydraddoldeb y Sector Cyhoeddus yng Nghymru yn gosod dyletswydd gadarnhaol ar y Bl i hybu cydraddoldeb i bobl â nodweddion a warchodir, fel cyflogwr a darparwr gwasanaethau cyhoeddus. Ceir naw nodwedd a warchodir: oed; anabledd; ailbennu rhywedd, partneriaeth sifil neu briodas, beicio grwydd a mamolaeth; tras, crefydd neu gredo, rhyw a thueddfryd rhywiol. Mae'r Bwrdd lechyd yn ymroddedig i sicrhau nad yw unrhyw ymgeisydd am swydd neu weithiwr yn derbyn triniaeth lai ffafriol ar sail unrhyw un o'r uchod. I'r perwyl hwn, mae gan y sefydliad Bolisi Cydraddoldeb ac mae angen i bob gweithiwr gyfrannu at ei lwyddiant.
- **Urddas yn y Gwaith:** Mae'r sefydliad yn gwrthwynebu i bob math o aflonyddu a bwlian ac mae'n ceisio hyrwyddo gweithle lle mae gweithwyr yn cael eu trin yn deg a chydag urddas a pharch. Gofynnir i'r holl staff adrodd am unrhyw ffurf o aflonyddu a bwlian i'w rheolwr llinell neu unrhyw gyfarwyddwyr y sefydliad. Ni fydd unrhyw ymddygiad amhriodol yn cael ei oddef a bydd yn cael ei drin fel mater difrifol dan Bolisi Disgyblu'r Bwrdd lechyd.
- **Gwiriad Datgelu DBS:** Bydd gennych gysylltiad \* uniongyrchol/anuniongyrchol â defnyddwyr gwasanaeth/plant/oedolion yn y swydd hon fel rhan o'ch dyletswyddau arferol. Felly, bydd raid i chi wneud cais am Wiriad Datgelu Swyddfa Cofnodion Troseddol \*Safonol/Uwch fel rhan o weithdrefn wirio cyn cyflogi'r Bwrdd lechyd. \*Dileer fel sy'n briodol Nid oes angen gwiriad datgelu DBS ar ddeilydd y swydd hon. \*Dileer fel sy'n briodol
- **Diogelu Plant ac Oedolion Bregus:** Mae'r sefydliad wedi ymrwymo i ddiogelu plant ac oedolion bregus. Felly, mae'n rhaid i'r holl staff fynychu hyfforddiant diogelu plant a bod yn ymwybodol o'u cyfrifoldebau dan y Polisi Diogelu Oedolion.
- **Rheoli Heintiau:** Mae'r sefydliad wedi ymrwymo i fodloni ei rwymedigaethau er mwyn lleihau heintiau cymaint â phosibl. Mae'r holl staff yn gyfrifol am warchod a diogelu cleifion, defnyddwyr gwasanaeth, ymwelwyr a gweithwyr yn erbyn y risg o gaffael heintiau'n gysylltiedig â gofal iechyd. Mae'r cyfrifoldeb hwn yn cynnwys bod yn ymwybodol o gynnwys a chadw at Bolisiâu a Gweithdrefnau Rhwystro a Rheoli Heintiau'r Bwrdd lechyd yn barhaus.
- **Dim Ysmygu:** Er mwyn rhoi'r cyfle gorau i'n holl ddefnyddwyr gwasanaeth, ymwelwyr a staff i fod yn iach, mae bob safle'r Bwrdd lechyd, gan gynnwys adeiladau a thiroedd, yn ddi-fwg.

**Datganiad Hyblygrwydd:** Amlinellir dyletswyddau'r swydd yn y swydd ddisgrifiad a'r fanyleb bersonol hon a gellir eu newid o dro i dro drwy gytundeb ar y cyd.

**ATODIAD 1**

**Teitl Swydd: Therapydd Iaith a Lleferydd (Band 5)**

## **Siart Sefydliadol**

Mae'n rhaid i'r Siart Sefydliadol dynnu sylw at y swydd y mae'r disgrifiad swydd hwn yn cyfeirio ati gan ddangos y berthynas â swyddi ar yr un lefel ac os yw'n briodol, ddu lefel uwch ben ac o dan.

Cwblhewch, ychwanegwch neu dilëwch y blychau testun isod fel bo angen sy'n dangos perthnasau'r sefydliad.

**To be completed at time of recruitment depending on area**

## **PERSON SPECIFICATION**

The knowledge to be measured in the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

**NOTE:** Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	Recognised qualification degree/equivalent in Dietetics.  HCPC registered.  BDA registered.	Membership of appropriate clinical network group.  Demonstrate understanding & involvement of clinical governance and risk assessment.  Knowledge of health legislation/policy.  Alternative and augmentative communication knowledge & skills.	Application form and pre employment checks
<b>Experience</b>	A range of clinical experience across Adult services during clinical placement.	Experience of delegating work to non-registered staff.  Experience of working in multidisciplinary/multiprofessional teams.  Experience of supporting service change.  Additional clinical or health care related experience.	Application form and interview
<b>Aptitude and Abilities</b>	Excellent interpersonal skills.  Ability to problem-solve.  Negotiation skills.  Knowledge of assessment tools.  Ability to self-evaluate.	Ability to speak Welsh	Interview

	<p>Concentration skills.</p> <p>Prioritisation skills.</p> <p>Reflection and analytical skills.</p> <p>Auditory discrimination skills.</p> <p>Good listening skills.</p> <p>Ability to work as a team member.</p> <p>Observation skills.</p> <p>Good presentation skills oral and written.</p> <p>Varied clinical experience and knowledge.</p> <p>Understanding of professional ethics and their application in practice.</p> <p>Awareness of roles of other professionals involved in care of service users on agreed caseload.</p> <p>Effective planning, time management and organisational skills.</p> <p>IT skills.</p> <p>Awareness of principles of clinical governance / audit.</p>		
<b>Values</b>	<p>Empathic.</p> <p>Self-motivating and ability to motivate others.</p> <p>Ability to work under emotionally stressful conditions.</p> <p>Flexible to meet the needs of the service.</p> <p>Able to work independently.</p> <p>Able to cope with a busy working environment, with periods of interruption throughout the working day.</p> <p>Ability to prioritise own workload.</p> <p>Ability to reflect and critically</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

	appraise own performance.  Be able to demonstrate tact and diplomacy when working with others.		
<b>Other</b>	Able to satisfy mandatory security clearance.  Special requirements to perform in the role e.g. Ability to travel within geographical area.  Flexible approach to work.  Anything else not covered above.		DBS and prison vetting clearances.  Application form and interview

## **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** 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.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **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.

- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation 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 and 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 HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have direct service users/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhance Disclosure Check as part of the Trust's pre-employment check procedure. The post holder does not require a DBS Disclosure Check.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding service users, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all service users, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

**APPENDIX 1**

**Job Title: Speech and Language Therapist (Band 5)**

## **Organisational Chart**

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.

**To be completed at time of recruitment depending on area**

**Job Title: Dietitian (Band 5)****Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Frequent requirement to exert light physical effort for several long periods during shift.	D		
Requirement to walk to wards, clinic areas and reception during working shift across large geographical area	D		
The environment consists of a series of separate areas/ buildings which you may need to access on a daily basis. The ability to get to these locations is essential in the delivery of health care interventions. .	D		

## **Mental Effort**

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing service users/service users.

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
Frequent concentration required for checking documents/writing notes/nutritional products management. Review notes and letters on a daily basis and collect and interpret information in order to give appropriate advice.	D		
	D		
Post holder is required to work autonomously making decisions affecting service delivery	D		
Dealing with service users complaints in line with BCUHB Policy	M		
To be able to work in an environment, where the work pattern of prolonged concentration may be disrupted by frequent demands from service user, family, parent, carers, other staff members or the telephone	D		

To support other team members when indicated in the management of challenging service user, family, parent, carers/service user, family, parent, carers	D		
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### Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to service users/service users/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
	D		
Demonstrate the ability to deal with potentially stressful and emotional situations. Deal sensitively with service user, family, parent, carers who may have high levels of anxiety and aggression e.g. caused by pain, fear, worry, dementia.	D		

Able to impart unwelcome news to staff; service user, family, parent, carers, sensitively regarding limited expectation of intervention.	D		
Occasionally work alone in the department or within the service user, family, parent, carer home with possible exposure to isolation, unpredictable situations and verbal or physical aggression.	W		
Designated to provide emotional support to front line staff - provide support to the wider Dietetic team including peers and junior staff.	W		
Exposure to aggressive physical behaviour where there is little / no support - infrequent but real potential exposure when dealing with individuals with complex medical, social and communication needs	W		

### Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of service users, service users, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Occasional exposure to bodily fluids; unpleasant odours	D		
Frequent use of computer	D		
Driving as required	D		
Unpleasant smells – routine exposure as undertakes work in clinical areas	D		
Moving about the site during inclement weather.	D		

### Submission of documents for job evaluation

Please sign and retain an original copy for manager and employee.

Send an electronic version of the documents to [Jenny.Jones9@wales.nhs.uk](mailto:Jenny.Jones9@wales.nhs.uk) OR [Sherryl.Todd@wales.nhs.uk](mailto:Sherryl.Todd@wales.nhs.uk)

Or hard copy to:

**Job Evaluation  
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