

## JOB DESCRIPTION

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| <b>Job Title:</b>  | Specialist Nurse Support Worker                               |
| <b>Band/Pay:</b>   | Band 3  |
| <b>Department:</b> | Children's Specialist Nursing Team - Child Health Directorate |

### *Child Health Directorate*




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### **Job overview**

To assist in the delivery of high-quality care to children and young people and their families under the supervision of the Specialist nurses.

The post holder will work in support of the Specialist Nurses with other members of the multidisciplinary team in both the acute hospital and community settings, delivering delegated clinical procedures, supporting with coordinating and managing care and undertaking any administrative duties that are required to ensure a smooth and efficient service is given to the children / young people and their families.

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## **Main duties of the job**

- Ability to undertake and interpret a range of patient observations as required, temperature, pulse, respiration, blood pressure, oxygen saturation levels. Ability to undertake a range of procedures and interventions relevant to area of work. Full training for specialist practice will be provided to include venepuncture, allergy testing, oximetry studies.
  - To support the Specialist nurses with any administrative tasks required, this will include typing letters, organising clinics, helping to manage patient databases and pending lists.
  - Communicating with patients and families, taking and triaging phone calls, supporting families with signposting to resources and seeking further support for them when required, and liaising and coordinating with other services.
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## **About your new team and department**

The Childrens Specialist Nursing team

The Child Health directorate cares for a wide range of childhood illnesses resulting in both hospital admissions and outpatient pathways from 0-18 yrs. The Childrens Specialist Nursing Team, work very closely with the medical team, acute teams, and admin team to support Children, young people and their families with long term conditions. The post will also require close liaison with our colleagues outside of child health, Allied Health Professionals, Social Care, and the education system. We are a very supportive team which encourages personal development.

## **Detailed job description and responsibilities**

### **Communication and working relationships.**

- Exchanges of information with patients using persuasion, reassurance, tact, empathy
- Dealing with phone calls and face to face interactions with patients, families, and professionals, being able to triage the information shared, deciding upon the degree of urgency, and acting upon such decision.
- Ensuring discretion and confidentiality is always maintained.
- Verbal skills in dealing with potentially distressed patients and or family members with consideration and respect.

## **Knowledge, Training, and experience**

- To undertake a range of delegated clinical duties in both acute and community settings
- Ensuring these duties are always carried out safely.
- To ensure you only carry out tasks that you are trained and competent to complete and identify any training needs.
- Knowledge of secretarial systems and admin procedures required to support the needs of the team and service.

## **Analytical and Judgement skills**

- Assess patients' conditions, through observations and assessment, escalate when necessary and seek further support, always working within own competency level.
- Analyse information to be able to help resolve queries for families and professionals.

## **Planning and organisation**

- Able to plan and prioritise own workload.
- Support with clinic planning, arranging appointment, visits, and training.
- Support nurse with diary management.

## **Physical skills**

- To undertake training required to be able to support all areas of specialist nursing, to include the but not limit to, venepuncture, allergy testing, observations / assessments, oximetry studies.

## **Responsibility and accountability**

- Ensure high standards of care are maintained in relation to agreed standards and in line with local policies and procedures. Escalate care and seek further support when needed.
- Maintain patient notes in line with local policies.
- Ensure safe use of equipment, maintaining in line with local guidance.

## **Policy and service responsibility**

- Flexible approach to work and encompass other duties that are required to maintain a high level of service.
- To be aware of and update knowledge of Hospital Policies and Procedures from the Trust's Intranet
- To be responsible for own knowledge of the Trust's and Departmental Health and Safety Policy, Risk register and lone working policy.
- Always adhere to Trust's Policy on Confidentiality.
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### **Responsibility for finance, equipment and other resources**

- Ensure safekeeping and maintenance of medical records / filing / tracing systems in line with Health Record Systems.
- Ensure equipment is well maintained and consumables are ordered in timely manner and used in the most cost-effective manner.

### **Responsibility for supervision, leadership, and management**

- To support with training new members of staff and students where appropriate.

### **Information technology and administrative duties**

- Using Patient Administration Systems. Putting patient onto a pending list, completing outcomes etc.
  - Supporting the Nurses with Transcription of clinical and non-clinical letters from audio tapes and Inflex.
  - Typing of both clinical and non-clinical letters to conform to Trust Policy from audio tapes and inflex.
  - Provide support to all members of the Specialist Nursing team with admin duties, including arranging meetings, appointments etc., typing reports and general correspondence.
  - Helping to maintain clinical lists and patient caseloads.
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## PERSON SPECIFICATION

| Attributes   | Essential   | Desirable   |
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| <b>Qualifications and training</b>                     | <ul style="list-style-type: none"> <li>• Good standard of education to include GCSE in Maths and English or equivalent.</li> <li>• Proven experience of using Microsoft Office, to include Outlook, Word, and Excel</li> </ul>  | <ul style="list-style-type: none"> <li>• Knowledge of or experience in Paediatric care</li> </ul>   |
| <b>Knowledge and experience</b>                        | <ul style="list-style-type: none"> <li>• Excellent Communication skills</li> <li>• Excellent organisational skills</li> <li>• Ability to effectively use Microsoft Office software (Word, Excel, PowerPoint)</li> <li>• Experience of working with Children / young people</li> </ul>   | <ul style="list-style-type: none"> <li>• Previous caring experience</li> <li>• Previous admin experience</li> <li>• Knowledge and experience of the Trust patient administrative and information systems</li> <li>• To be proficient in the use of internet/intranet and email</li> </ul> |
| <b>Specific Skills</b>                                 | <ul style="list-style-type: none"> <li>• Ability to work as part of a Team, but also to work independently.</li> <li>• Ability to work on own initiative, prioritise own workload and achieve deadlines.</li> <li>• Ability to carry out duties in sometimes stressful and demanding situations.</li> <li>• Ability to maintain confidentiality.</li> <li>• Attention to detail.</li> </ul> |   |
| <b>Requirements due to work environment/conditions</b> | <ul style="list-style-type: none"> <li>• Ability to work flexibly for the needs of the service and the wider Child health team.</li> </ul>  |   |

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|  | <ul style="list-style-type: none"> <li>• Able to drive and have access to a vehicle during working hours.</li> </ul> |  |
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| <b>Physical skills</b>  | <ul style="list-style-type: none"> <li>• Manual handling with patients required.</li> <li>• Able to manoeuvre and transport medical notes and equipment around the Hospital and off site.</li> </ul>   |
| <b>Physical effort</b>  | <ul style="list-style-type: none"> <li>• Required to deal with distressed/angry/anxious patients and their families with sensitivity and understanding either via the telephone or face to face.</li> <li>• Required to deal with results of a sensitive nature.</li> <li>• Working clinically with children and young people from 0-18 years,</li> </ul>                                |
| <b>Emotional effort</b> | <ul style="list-style-type: none"> <li>• Required to deal with distressed/angry/anxious patients and their families with sensitivity and understanding either via the telephone or sometimes face to face if they visit the department.</li> <li>• Required to deal with results of a sensitive nature.</li> <li>• Caring and compassionate towards self, team, and patients.</li> </ul> |
| <b>Mental effort</b>    | <ul style="list-style-type: none"> <li>• Concentration when undertaking patient care.</li> <li>• Frequent interruptions and demands, resulting in prioritising work.</li> </ul>  |