

# RECRUITMENT INFORMATION PACK

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## Job particulars

<b>Job Title</b>	<b>Senior Health Care Support Worker: Stoma Care</b>
<b>Pay Band</b>	3
<b>Location</b>	Post based at RLH
<b>Reports to</b>	CNS stoma care
<b>Responsible to</b>	Lead Nurse for colorectal

## Job purpose

To provide a support ensuring that patients referred to the Trust undergoing surgery which may result in a stoma receive the highest standard of clinical care.

The post holder will be an integral part of the specialist stoma care team providing care to all patients with a stoma and will be responsible for clinical and administrative duties as directed by the specialist stoma care nurses.

The post holder might be required to work across the Trust at anytime throughout the duration of his/her contract, which may entail travel and working at different hospital.

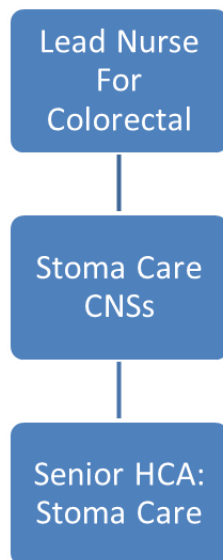
## Key working relationships

Professional relationships with key partners, employees and boards.

Internal	External
CNS	Community partners
In patient nursing teams	Patients and families
Wider member of the MDT	CNS , GP services
	Community stoma care teams

## Structure chart





## Main duties, responsibilities, and results areas

### KEY RESPONSIBILITIES

Responsible for the day to day management of stoma patients under the guidance of the Stoma Care CNS including

#### Professional/Clinical Practice

- Teach and supervise individual patients in practical stoma care including stoma hygiene, changing a pouch and correct disposal of used equipment according to their individual progress in the care pathway
- Use appropriately accessory products as directed by the specialist nurses that are part of the stoma care routine of individual patients
- Monitor the newly formed stoma, record stoma function and report any abnormalities
- Record all stoma care procedures in the appropriate documentation
- Provide active support for the patient learning stoma care management and maintain privacy and dignity while the patient is learning self-care
- Ensure an adequate supply of appliances is available for the patient at all times
- Encourage patient and carers to express feelings and report practical and emotional concerns as required to enable needs to be met
- Ensure patient understands arrangements for discharge and knows how to contact the stoma care service
- Check that patient has adequate supplies of stoma equipment to take home
- Assist the Stoma Care CNS to carry out enterocutaneous fistula management
- Demonstrate an understanding of infection control issues, policies and procedures by attending mandatory training and be responsible for own infection control practice



- Demonstrate an understanding of nursing care plans and utilize them in line with Trust policy and procedures
- Understand the dietary needs of stoma care patients and utilise diet charts and fluid balance charts appropriately

## Management and Leadership

- Display appropriate knowledge and skill and act as a positive role model for other nursing staff in the practical management of stoma patients
- Assist and teach ward nursing staff in practical stoma care
- Act as an advocate for patients, relatives and staff
- Know the correct methods of communication for reporting issues and complaints
- Maintain the clinical area as a safe place to undertake patient care, with appropriate cleaning, tidying and stock maintenance
- Be responsible for maintaining appropriate stock levels of stoma equipment on the wards at RLH and Barts
- Be responsible for ensuring patients with newly formed stomas have initial appropriate stoma supplies and prepare and deliver discharge packs

## Financial responsibilities

- Assist in monitoring, appropriate use of stoma care department equipment and maintaining appropriate stock levels

## Information management

- Understand the importance of data collection and support the team whenever necessary to ensure data accuracy
- Be clear about the safeguarding of confidential information in accordance with legislation, policies and procedures, encouraging good practice in others
- Contribute to the update and safe storage of patient records

## Education & Professional Development

- Undertake regular statutory and mandatory training in accordance with trust policy
- Continually update knowledge and skills required to fulfil the post competently

## Service Development

- Participate in strategies to improve the stoma care nursing service and clinical practice
- Maintain stock levels of stoma supplies in the specialist area and ward settings at RLH and Barts



The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

## Working conditions

Criteria	Description
<b>Physical</b>	Ability to prepare and use appropriately stoma care appliances and accessories Ability to carry out practical stoma care Independent working. Computer work. Stock maintenance
<b>Emotional</b>	Working with stoma patients can be challenging and emotional. An ability to carefully manage difficult situations is essential. This role may involve care of patients who are terminally ill or unaccepting of their stoma
<b>Working Conditions</b>	Ward based, Outpatient clinic, patient homes and some office based work. Distressed patients and relatives are occasionally aggressive in their behaviour and may be physically or verbally aggressive. Elements of the role require working with the patient's body fluids.
<b>Mental</b>	Ability to concentrate for long periods and adapt to changing and challenging situations. An ability to adapt ones approach with different patients is also essential.

## Code of Conduct for NHS Managers

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002). [www.nhsemployers.org/](http://www.nhsemployers.org/). This supports us to develop a sustainable workforce and bring the very best out in people.

## Safeguarding adults and children

Employees must be aware of their responsibility to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager or consultant (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)

## Person specification



Domain	Essential Criteria	Desirable Criteria
<b>Qualifications</b>	GCSE in maths and English language or minimum of Key Skills Level 1 in literacy and numeracy.	NVQ Level 2 in Healthcare Care certificate
<b>Experience</b>	<p>Experience of working in a healthcare setting for sufficient duration to have obtained relevant competencies for a Band 3 post.</p> <p>Experience of caring for people with a stoma.</p> <p>Experience in working in a team.</p> <p>Experience of working with the public.</p>	
<b>Knowledge</b>	<p>Understands the job role</p> <p>Demonstrates an understanding of the need for patient focused care.</p> <p>Awareness of physical, psychological, cultural and social needs of patients.</p> <p>Understanding of the need for respect, trust, courtesy and effective communication with both patients and staff.</p> <p>Knowledge of the principles of confidentiality and the Data Protection Act.</p>	



<b>Skills</b>	<p>Basic practical stoma care skills</p> <p>Understanding of working with patients who have a stoma.</p> <p>Evidence of effective interpersonal skills.</p> <p>Self-motivated to work under minimal supervision.</p> <p>Able to organise own workload.</p> <p>Good written and verbal communication skills.</p> <p>Patience and understanding of patients' needs.</p> <p>Ability to remain calm and to demonstrate tact and diplomacy while under pressure.</p> <p>Awareness of the importance of patient confidentiality.</p> <p>Ability to use own initiative</p> <p>Awareness of Health and Safety at Work, including infection control.</p> <p>Basic keyboard/computer skills</p> <p>Prepared to undertake further training to develop necessary competencies and skills.</p>	
<b>Other</b>	<p>Be prepared to undertake further training.</p> <p>Enthusiastic member of the team.</p> <p>Able to teach less experienced members of staff.</p> <p>To be able to work flexibly at times according to patient caseload.</p>	



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