We care
We respect
We listen

NHS
Stockport
NHS Foundation Trust

Stockport NHS Foundation Trust

Job description and person specification
Support Worker- Children's Community Complex Care Team

Making a difference every day

www.stockport.nhs.uk

We care
We respect
We listen

NHS
Stockport
NHS Foundation Trust

Job Title: Support Worker		**AfC Reference No:**
Business Group:Women, Children and Diagnostics		**Band: 3**
Staff Group *Please indicate ✓* *This section must be completed*	• *Administrative Services* • *Allied Health Professionals* • *Health Science Services*	• *Nursing and Midwifery ✓* • *Support Services*
Hours: **Full and part time hours**	**Base: Swanbourne Gardens**	
Accountable to: Children's Complex Needs Team Leader's **Children's Community Matron**		
Responsible for: To support families with children and young people with complex and life limiting health needs within a home setting and to work within the respite centre to offer overnight respite and day care. Support workers will be fully trained to manage all aspects of the individuals medical health needs		
Professionally Accountable to:		
Job Summary: The post holder will be responsible for care and support of complex needs children within the community setting, including Swanbourne Gardens respite centre, the child's home and school or nursery. The post holder will work under the direction of the team leader and nursing staff to set standards and protocols of care. He / she will carry out specialised care in an unsupervised capacity. The successful candidate will be put through a rigorous training programme to ensure they are confident and competent whilst delivering a high standard of care. The post holder will be responsible for medications, suctioning, manual handling, tracheostomy cares, gastrostomy cares, domiciliary cares and other health needs. Robust training and regular competency reviews will ensure care is provided safely and in line with all policies and guidelines.		

Organisation Chart

Children's Community Matron

↓

Children's Complex Needs Co-ordinator

↓

Children's Complex Care- Team Leader

↓

Children's Complex Care Staff Nurse

↓

Children's Continuing Care Support Worker

JOB DESCRIPTION

Responsibility for Patient Care

Clinical

- To undertake a range of duties, which involve direct care, following care plans agreed with parents and named professional, working in the children's home, school or other environment where they spend time.
- To be aware of, and participate meeting the psychological, social, physical and spiritual needs of children.
- Discuss with parents, and involve child, issues relevant to health and social care
- Maintain accurate records of all care given, omissions and inform parent and named professional of any changes in child's condition or situation, and any significant relevant factors.

Communication

- Maintain confidentiality of information.
- Contribute to the effective communication process between child, carers, and family, friends and staff colleagues.
- Communicate appropriate information to and from other service areas/environments used by child, as required. Liaising with the multi-disciplinary team in relation to patients care and needs.
- Provide feedback to the department from courses undertaken.
- Ensure that high standards of all documentation are maintained, with accurate, complete and up-to-date information regarding patient care are kept in accordance with Trust standards.
- Ensure to promote a harmonious working environment in which all persons are treated with dignity and respect, whilst fulfilling our legal obligations under equality legislation and associated codes of practice.

Administrative

- To assist in keeping environment safe for child.
- To assist in the monitoring/maintenance of equipment/supplies.
- Accept delegated administration duties from Team leaders and managers

Responsibilities for Physical and / or Financial Resources

- Ensure safe and efficient use of equipment, resources and consumables at all times.
- Ensure that all resources are managed in an efficient and cost-effective manner to achieve maximum effect for patients and staff.

- Monitor, control and store equipment / resources according to the requirements / specifications of the clinical environment.

Planning and organising.

- Responsible for prioritising own workload and reporting any changes in working day to the Team leader.
- Work unsupervised only in circumstances where competencies have been met and fully assessed by a qualified nurse.
- Actively contribute and participate in the Trust's clinical governance agenda.

Analysis and data management

- To participate in the Information Management and Technology (IM&T) Strategy of the Trust and ensure hand written and electronic patient records are maintained for all aspects of patient care.

Responsibilities for Human Resources and Leadership

- Adhere to all relevant Trust policies and procedures and to ensure that they are correctly implemented.
- Monitor standards and maintain high quality care. Report any clinical incidents via the Trust electronic reporting system and escalate issues promptly and appropriately.
- Maintain an awareness of professional and ethical issues to ensure care is delivered in a professional timely and courteous manner by all members of the team, respecting the different spiritual and cultural backgrounds of colleagues, patients and relatives.
- Escalate any concerns or complaints promptly.

Responsibilities for data and information resources

- Ensure responsible use of and security of assets within the department including own use and correct use by others e.g. IT equipment.

Physical Skills and Effort

- To safely use clinical equipment in order to carry out the role.
- Use of physical effort to carry out the demands of the job role (e.g. pushing and pulling trolleys/ support to manoeuvre patients).
- To undertake the necessary training to ensure safe use of medical devices and equipment.
- May be deployed to work in any part of the Trust should the need arise to ensure patient safety is maintained.

General Duties for all employees

Hand Hygiene

To assist the Trust in reducing healthcare acquired infections (HCAI's) all staff should be familiar with all the Trust's Infection Prevention policies which are appropriate to their role. You are required to attend mandatory training in Infection Prevention and be compliant with all measures known to be effective in reducing HCAI's"

Safeguarding

All Stockport Foundation Trust employees are required to act in such a way that at all times safeguards and promotes the health and well-being of children, young people and vulnerable adults. Familiarisation with and adherence to the policies and procedures relating to child protection and safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns and they must therefore be aware of child and adult safeguarding procedures and who to contact within the Trust for further help and guidance. It is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees roles and responsibilities.

Prevention

To actively work with patients/clients/service users to identify appropriate opportunities in Making Every Contact Count for preventative interventions which may reduce the risk of future harm to health and wellbeing and to provide brief advice and refer or signpost to sources of further information and support which may include advice on lifestyle behaviour and social care needs as well as safety and management of long term conditions.

Data Protection, Confidentiality and Information Governance

The post holder must abide by all relevant Trust and departmental policies including information governance, confidentiality and data protection and, undertake the annual data security awareness mandatory training. The post holder is reminded that any breach of the Trust's information governance and security policies and procedures, including data protection legislation, will result in disciplinary action.

Data Protection Legislation – the post holder is required to process all personal data relating to patients and staff, whether in paper, electronic or other media, in accordance with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR), ensuring the security and confidentiality of data at all times.

The post holder must not for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the Trust or relating to the Trust's affairs or dealings which may come to their knowledge during employment.

Health & Safety

Under the Health and Safety at Work Act 1974, the Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. Equally the post holder is required to work within the Trust Health & Safety Policy and fulfil a proactive role towards the management and control of risk. This entails the identification, assessment and the immediate reporting, using the Trust

Incident Reporting System, any incident, accident, hazard or near miss involving patients, service users, carers, staff, contractors or members of the public.
The Post holder has a personal responsibility to adhere to a statutory and departmental duty of care fortheir own personal safety and that of others who may be affected by their acts or omissions at work

Harassment & Bullying

As a member of staff you have a personal responsibility to ensure you do not discriminate, harass or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condonediscrimination, harassment or bullying by others.

Dignity & Respect

All employees have a duty to promote a harmonious working environment in which all persons are treated with dignity and respect, whilst fulfilling our legal obligations under equality legislation and associated codes of practice.
The Trust takes the right of the patient/service user to be treated with dignity and respect seriously. We will treat every patient/service user and carer as a valued individual, with respect for his/ her dignity and privacy. Our aim is to give each patient/service user the care we would want for our families and ourselves.

Quality Improvement

Our mission is to make a difference every day helping people to live their best lives. We have a trust wide approach to quality improvement and we expect everyone to contribute to improving our services by always learning and continually improving our services. For all staff, it is about learning from what has worked well as well as what has not, being open to change and improvement and working in smarter and more focused ways to improve our services. The Trust encourages and provides opportunities for staff atall levels to engage in the Trust's approach to quality through quality improvement projects, clinical audit,innovation and quality assurance.

No Smoking Policy

The Trust operates a No Smoking Policy which states that smoking is prohibited within all Trust premisesand on the site. This includes entrances, exits, cars, lease cars, car parks, pavements and walkways, areas hidden from general view and residences. As an employee of the Trust you are expected tocomply with this policy, failure to do so may result in disciplinary action being taken under the Trust's Disciplinary Policy & Procedure.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff. The above indicates the main duties of the post which may be reviewed in the light of experience anddevelopment within the service. Any review will be undertaken in conjunction with the postholder

Date:

Manager's Signature: _____

Postholder's Signature: _____

PERSON SPECIFICATION

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements which the post holder requires to perform the job to a satisfactory level. Without these qualities applicant cannot be appointed to the post.

Post: **Support Worker Children's Complex Care Team**

Band: **3**

Requirements	Essential (E) / Desirable (D)	Assessment Method – Application Form (AF) / Assessment Centre (AC) / Interview (I) / References (R)
Education & Qualifications		
NVQ / equivalent Level 3, Nursery Nurse or Child Care Course or Equivalent Experience	**E**	**AF**
Good standard of English and Maths	**E**	**AF / I**
Computer Literate	**D**	**AF / I**
Knowledge		
Knowledge of child development	**E**	**AF/I/AC**
Knowledge of Children's Safeguarding procedures	**E**	**AF/I**
Knowledge of how disability can affect development and socialisation	**D**	**AF/I**
Experience		
Significant experience of working in social / health / educational setting with children and young people.	**E**	**AF**
Experience of working with children and young people with complex health needs.	**D**	**AF/I**
Experience of working in a community setting	**D**	**AF/I**

Skills & Abilities		
Excellent communication skills and able to communicate with MDT	**E**	**AF/I**
Good documentation skills.	**E**	**AF/I**
Able to work as part of a team and autonomously	**E**	**AF/I**
Ability to work in emotionally difficult circumstances	**E**	**AF/I**
Ability to keep calm and respond in the event of an emergency	**E**	**AF/I**
Car driver / access to vehicle	**E**	**AF/I**
Be punctual, trustworthy and reliable.	**E**	**AF/I**
Be motivated and enthusiastic.	**E**	**AF/I**
Work Related Circumstances		
Occupational Health Clearance	**E**	
Able to work flexibly and independently	**E**	**AF/I**
Work within professional boundaries	**E**	**AF/I**
Adhere to the Trusts Values and Beliefs and maintain professionalism at all times	**E**	**AF/I**