
JOB DESCRIPTION

DATE: February 2019

REF NO: SSSN

JOB DETAILS

JOB TITLE: Health Care Support Worker/ Team Administrator

BAND: Band 3

HOURS: 37.5hrs Term Time Only to be worked flexibly to meet the needs of the service

DEPARTMENT: Special School Nursing Team North/

LOCATION: Based with team leaders and to cover special schools in the location of the team, North or South Staffordshire

REPORTS TO: Team Leaders

ACCOUNTABLE TO: Service lead

RESPONSIBLE FOR:

Providing high standards of care and support to children and young people in special schools and providing comprehensive administrative support to the Special School Nursing team

The post holder will work as part of a team to participate in the delivery of health care, promote the health and welfare of children and young people attending Staffordshire special schools. They will acknowledge and respect the individual rights and personal dignity of the students.

The post holder will be able work on own their initiative, organise their own workload without direct supervision on a daily basis to ensure deadlines are met and to enable compliance with all Policies and Procedures.

WORKING RELATIONSHIPS

To establish effective working relations with the following:

- Children and young people, parents, carers
- Teaching and support staff in schools

Other professionals from within multi-agency and multi-disciplinary teams
Partnership agencies within the Trust

MAIN DUTIES AND RESPONSIBILITIES

To assist with nursing care including, some clinical procedures, as set out in the care plan and following appropriate training.

To perform basic assessments, treatments, procedures and therapeutic interventions as delegated and under the direction of the Special School Nurse

To report progress of children and young peoples and changes in condition to the appropriate person.

To ensure accurate documentation of care as directed by qualified staff within the nursing care plan

To develop clinical competency and skills through the completion of competency based training, and to maintain skills through regular re-assessment and training

Participate in the measurement of the children and young people's growth and development

To demonstrate sensitivity to the children and young people and family's needs by respecting privacy and dignity, whilst maintaining professional boundaries at all times.

To work using own initiative within special schools under minimal supervision following a period of supervised practice.

To participate in meetings to ensure effective communication is maintained.

To participate in audits as necessary.

To be aware of the procedure for reporting incidents and potential complaints to the Trusts Internal Systems and Team Leader

Participate in the prevention, identification and protection of children and young peoples at risk in accordance with Trust Safeguarding Procedures.

Provide general non-clinical advice, information and guidance to children and young peoples, parents and other professionals, to deal with all enquiries and communicate effectively on behalf of your Team

To contribute to the induction of new staff to the service.

To deal professionally and promptly with telephone enquiries, taking and processing messages accurately and maintaining confidentiality at all times, ensuring standards for customer services excellence are met.

Provide and receive routine information to colleagues, children and young people, parents, carers, the public and or other external contacts always adhering to all the relevant policies and procedures including Patient Confidentiality and Data Protection

Contribute in data entry or storage of data, utilising manual or computerised data entry systems within agreed timeframes, bringing to attention any delays and inaccuracies.

Assist with the transfer and archiving of records and documents complying with the Trusts Archiving and Storage Policy.

Making bookings and cancellations e.g. training places, rooms and interpreters.

Receive, sort and distribute internal and external mail, ensuring that important and sensitive information is brought to an appropriate person's attention in a timely manner.

Accessing and verifying information from various internal and external sources .e.g. electronic Health Records, General Practitioners, Education, Social Care and external agencies from other sectors.

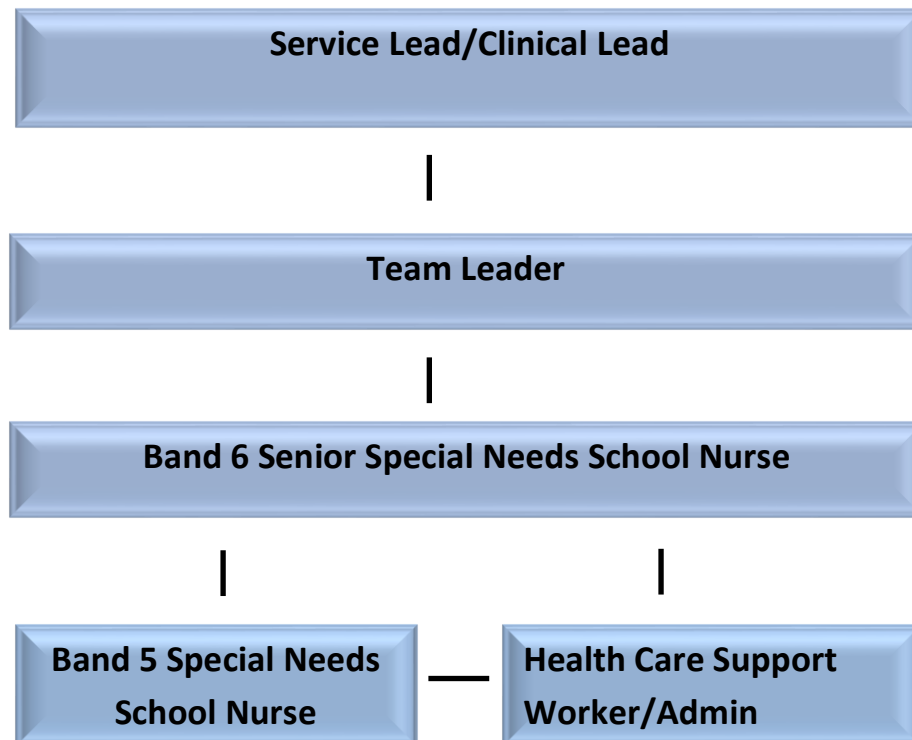
Undertake general administrative duties as requested.

Liaise with the appropriate estates/facilities provider to ensure that day-to-day repairs and maintenance is carried out where required. Reporting and tracking minor repairs to appropriate personnel.

Processing requests for non-stock ordering and deliveries and notify, in a timely manner, the appropriate member of staff once goods have been received, as appropriate to the Team

ORGANISATIONAL STRUCTURE

4. Team Structure



SYSTEMS AND EQUIPMENT

The post holder will;

- Maintain/monitor stock levels i.e. supplies, stationery etc.
- Develop and maintain skills and competency in use of clinical equipment necessary to carry out the role ensuring any concerns are reported to the special school nurse
- Ensure service equipment is cleaned, maintained and serviced

DECISIONS AND JUDGEMENTS

The post holder will;

- Be expected to work alongside team members to ensure high standard of care is delivered.
- Require skills for assessing and interpreting signs of acute illness or deterioration and taking appropriate action.
- Be involved in team developments
- The post holder will act in accordance with Staffordshire Safeguarding Children's Board and Trust policies with regard to safeguarding.

COMMUNICATION AND RELATIONSHIPS

The post holder will;

- Maintain contemporaneous electronic records in accordance with Trust policy
- Have excellent verbal and non-verbal communication skills to engage with a wide range of individuals including team members, children and young peoples, parents/carers, other professionals and partner organisations across other disciplines and agencies.
- Use other methods of communication to those individuals for whom verbal and written communication is not appropriate, this may include play therapy and use of interpreters.
- Provide clear telephone advice to parents/carers for children and young peoples who are acutely or chronically ill.
- Use a non-judgemental approach when caring for children and young peoples and families.
- Be able to communicate sensitive information for example, child protection issues or when caring for terminally ill children and young people and their families.
- Works in accordance with Trust Equality and Diversity Policy.

PHYSICAL DEMANDS OF THE JOB

The post holder will;

- Have a reliable method of transport to travel between sites as required
- Be adaptable to ensure safe working practices across a range of clinical settings
- Be able to work in unconventional surroundings or environments
- Have a range of computer skills.
- To work in accordance with the trusts moving and handling policy when moving children and young peoples.

JOB STATEMENT

Infection Control

Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.

Learning and Development

As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in PDC / appraisal processes in line with Trust policy and guidance.

Health and Safety

As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.

Constitution, Competence and Capability

As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.

Dignity at Work Statement

Midlands Partnership NHS Foundation Trust is committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

Safeguarding Children and Vulnerable Adults

All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.