

Children's Community Nursing Team Administrative Support Worker - Job Description

Department:	Children's Community Nursing Team (CCNT)
Band:	Band 3
Location/Base:	Children's Community Nursing Team Office
Responsible to:	CCNT Manager
Accountable to:	Manager Children's Community Nursing Team

Key Relationships: Paediatric
Matron,
Paediatric
Consultants,
NICU Staff,

APNP's ED, Children's Ward, Children's Outpatient Staff.

Job Summary

The post holder will be part of the Children's Community Nursing Team (CCNT) who provide support and care for children/young people within the home, clinic, community and special schools setting with acute, chronic and complex needs.

The post holder will work under the direction of the Manager and the Shift Coordinator to provide administrative support to the office and nursing support within the office base and nurse led clinic.

The post holder will also provide support and training to children/young people within a defined caseload following the trusts policies, procedures, guidelines and competency frameworks. This will include carrying out agreed training to parents in an unsupervised capacity. The post will involve some evening, weekend and bank holiday working.

SECTION 1 : Key Duties and Responsibilities

Communication and Relationships

- To ensure that all communication complies to the requirements of the Data Protection Act and associated Trust policies.
- To keep accurate and complete records ensuring that relevant patient confidentiality requirements are met when maintaining patient records
- To proactively maintain internal and external communication links on behalf of the team.
- To attend and participate in staff meetings to ensure an awareness of current issues and priorities for the team as well as future developments and trust wide updates.
- To participate in team working.
- To take action using own initiative and judgement when deciding what issues should be brought to the attention of the team and what can be dealt with personally, seeking advice as necessary.
- To process internal and external telephone queries at all levels, using initiative to resolve enquiries, queries and other matters of a non-clinical nature.
- To communicate effectively and appropriately with clients and members of staff at all levels in a way that is appropriate to them and the situation.
- To communicate with parents and assure them that the messages will be passed on to a member of the nursing team if appropriate.
- To record messages in the team's communication book and on the electronic patient record.
- To ensure effective e-mail management, screening and replying where appropriate.
- To constructively manage barriers to effective communication.

Professional and Clinical

- To maintain a professional approach to staff, children, families, visitors and other colleagues.
- To work in partnership with the child, parents and carers undertaking such tasks as required by the Children's Community Nurses (CNN).
- To work to the child's care plan, report any change in the child's condition to the parents/carers and the CCNT.
- Ensure the child's comfort, safety and dignity at all times.
- Proactively safeguard the welfare of children and actively adhere to safeguarding procedures and policies, and attend relevant training as required.
- Understand and comply at all times with the Trust's policies and procedures.
- To coordinate and manage the sleep study referrals the team receive from medical professionals.
- To coordinate and manage the sleep study referrals as requested by clinicians.
- To provide training to parents of children who require overnight sleep studies.
- To download sleep study reports with the support of the Team secretary and ensure reports are sent to the appropriate professional and the patient record is updated.
- To book clinic appointments at the request of the nursing staff and shift coordinator.
- During high activity times the post holder will work alongside the shift coordinator ensuring that all patient referral information is recorded on the electronic patient record in a timely manner, to free up the nurses to concentrate on clinical duties.
- To respond to and embrace requirements to change in working practice due to service developments.
- Any other duties commensurate with the grade and in line with the requirements of the post

Administrative and Management

- Understand and comply at all times with the CCNT service and Trust guidelines, protocols and procedures.
- Maintain legible, accurate, contemporaneous records which are dated and signed.
- To deal with potentially distressing information and correspondence in a professional manner.
- Attend and participate in staff meetings as required.
- Participate in the collection of data as required for the evaluation of the Service and take part in audit as required by the Trust.
- To utilise electronic systems such as Lorenzo, EMIS and online ordering systems, to support reports and retrieve data as required.
- Following the agreed processes, maintain good office systems and best practices.
- Create and maintain databases or spreadsheets as required
- To ensure all patient information is available prior to clinics and that patient information is uploaded onto the team caseload as it is received.
- Close co-operation and flexible working practices, providing necessary cross cover with the other support staff and team Secretary.
- Assist with the preparation, collation and provision of audit data pertaining to service and care activities, gathering information as required and compiling reports from the information received.
- Work with the members of the team as appropriate to develop, implement and maintain office procedures including participating in the equipment service, equipment maintenance, security of the Department e.g. opening and locking up, turning off computer systems.
- Be responsible for own personal development, taking an active part in learning opportunities and offer support to others whereby it would facilitate their development.
- Order equipment, stationary, consumables and other necessary items as directed by your line manager.

- Be responsible for maintaining equipment and ordering/maintenance of stock levels for the team.

Personal and Professional Development

- To regularly complete the Trust's mandatory training requirements. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.
- To take part in an annual appraisal with your line manager and develop an annual Personal Development Plan to identify your own training and development needs in line with personal and organisational objectives. To attend other training deemed necessary by the nurse manager and post holder.
- To actively participate in new ways of learning for example, e-learning and work based learning.
- To continually seek to improve and expand knowledge of all aspects of the role.

ADDITIONAL REQUIREMENTS

1. To provide cover for colleagues as directed by your manager.

2. Risk Management (Health & Safety)

- a) You will follow risk management procedures at all times. The Risk Management procedures for the Trust and the department are kept by the departmental manager.
- b) You are personally responsible for Risk Management issues in respect of yourself and your colleagues.
- c) If you identify a potential hazard you should report it to your manager / supervisor at once. If in doubt you should speak to your manager for guidance.
- d) You must always use safety equipment provided, and report any defects to your manager. You must attend Risk Management Training as directed by your manager.
- e) If you are a manager or have line management responsibilities for staff or a department or area of work, you are responsible for the Risk Management issues in that area. You will ensure that there is an annual Risk Management audit in your area and make sure that where necessary, an action plan eradicating risks is drawn up and implemented.
- f) Should you need help in resolving Risk Management matters, you must seek assistance from your manager.

3. Infection Prevention and Control

- a) You are personally responsible for ensuring that you protect yourself, patients, visitors and colleagues from the risks of infection associated with health care activities and the care environment.
- b) You must adhere to infection prevention and control policies at all times liaising with the infection control team and acting on any instructions given.
- c) You must attend regular infection prevention and control update training.
- d) You should at all times promote and demonstrate good practice for the prevention and control of infection.

4. To avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

5. To safeguard at all times confidentiality of information relating to patients and staff.

6 Child Protection and Vulnerable People

It is the responsibility of all staff to safeguard children and/or vulnerable adults, to access training to ensure they know what constitutes abuse, and what support is available to them, at a level appropriate to their role and responsibilities.

To report any concerns, without delay, to the identified person within their department/division or area of responsibility as per the relevant policies, keeping clear records, and following up as required to ensure necessary actions have been taken.

7. No Smoking Policy

The Trust operates a No Smoking Policy which states that smoking is prohibited within all Trust premises and 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 to comply with this policy, failure to do so may result in disciplinary action being taken under the Trust's Conduct and Disciplinary Policy.

8. To behave in a manner which ensures the security of NHS property and resources.

9. To abide by all relevant Trust Policies and Procedures.

This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.

This job description is subject to regular review and appropriate modification in consultation with the post holder.

Person Specification

Children's Community Nursing team Support Worker

Attribute	Essential	Desirable	How Assessed
Education / Qualifications	BTEC/NVQ 3 or equivalent experience in previous role Minimum GCSE English and Maths	AMSPAR or equivalent.	Application Form / Interview Certificates.
Experience	Previous experience of working with children and young people and their families/carers. Experience of working as part of a team.	Working with children and young people with special needs/disability NHS or equivalent experience in the public sector.	Application Form / Interview
Knowledge	Understand the importance of undertaking their duties in a professional manner. Microsoft word	An understanding of the developmental stages of children and young people. Microsoft Excel	Application Form / Interview / References
Skills	Effective communication and interpersonal skills. Ability to use own initiative and to make decisions independently where appropriate. Flexible/adaptable time management skills. Understand how to maintain confidentiality and its importance. Good organisational skills. Ability to interact well with children and their parents/carers.		Application Form / Interview / References

<p>Personal Qualities</p>	<p>Willing to develop clinical skills and competences relevant to the post.</p> <p>Empathy.</p> <p>Ability to cope with stressful information and situations.</p> <p>Ability to work flexibly.</p> <p>Able to work in a team.</p>		<p>Interview / References</p>
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