

JOB DESCRIPTION

Job Details:

Job Title: Family Support Worker (Complications Related to Excess Weight Service - CEW)

Band: 4

Location: NNUH

Department: Paediatrics – Women and Children's

Managerially Accountable to: CEW Social Worker

Professionally Accountable to:

Job Purpose:

The NHS has committed in the Long-Term Plan to improving care for children and young people (CYP) with complications related to severe obesity and establishing specific clinics in relation to this.

NNUH has been commissioned to deliver a Complications Related to Excess Weight (CEW) service. The clinic will be a leader in the field of paediatric obesity using innovative modes to deliver the highest quality patient care.

This service will be supported by a full and specialised multi-disciplinary team providing a bio-psychosocial model for managing conditions and delivering care to our most complex paediatric patients presenting with complications related to excess weight, recognising this is a long term condition.

There three main aims of this service are:

- Identify the factors involved in the development of severe obesity;
- Identify and manage complications with input from appropriate tertiary services; improving the efficiency of care delivery and the overall patient journey.
- Deliver an individualised holistic plan to optimise compliance and outcomes.

The post holder will have responsibility for actively participating as a key member of CEW team. They will provide quality services for an identified client group under the supervision of the CEW Social Worker within the service.

The post holder will be accountable and work autonomously within the clearly defined boundaries of the job description and personal competencies, and carry out specific delegated tasks. This may include some extended roles delegated by the CEW Social Worker.

The post holder will be expected to work within a multi-disciplinary team to deliver high quality family/patient-centred care and evidence-based interventions. They must work collaboratively across a range of disciplines, developing knowledge and expertise to enable them to perform non-complex, protocol limited tasks with minimal supervision. They will be able to provide advice and support on a variety of matters including issues related to diabetes.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Integrity, Dedication and Excellence.

MAIN DUTIES AND RESPONSIBILITIES:

Clinical:

- To be aware of and adhere to all Trust policies and guidelines when undertaking any activities e.g. Infection Control and Uniform / Dress Code.
- To provide and deliver a high standard of child and family centred patient care.
- To ensure safe use, maintenance and storage of personal and NNUH equipment.
- To make assessment judgements around what may or may not be significant changes in a child or young person's condition, involving observations and engagement skills and understanding whether or not to report any changes to a qualified health or social care professional.
- To recognise urgent or emergency situations and respond accordingly.
- To undertake basic tests recognising and reporting significant findings.
- To support the children and young person's CEW clinics as required.
- With the support of the multidisciplinary team; plan, organise, implement and assess tasks, activities and care programmes for identified patients and their parents/carers.
- To undertake training to perform blood tests.
- To provide evidence-based support to the patient/parents/carers and wider

support networks e.g community health providers.

- To contribute to care planning with the support of the CEW Social Worker.
- To provide information on health promotion.
- To supervise some of the clinical activities of less experienced staff and students.

Communication:

- To provide and receive complex and sensitive information requiring tact, reassurance, empathy and persuasive skills, where there may be barriers to communication.
- To demonstrate a high level of interpersonal skills when managing individuals with complex needs, accounting for any communication difficulties facing the parent/carer/patient.
- To participate in meetings/reviews as required.
- To work with the multidisciplinary team to ensure that a wide spectrum of parent/carer support is offered and implemented.
- To develop a rapport with the families based upon appropriate transparent boundaries and communicate in a way that respects views, aspirations, autonomy and culture of the patients and their parents/carers.
- To support and motivate parents/carers/patients to improve their health and wellbeing.
- To provide evidence-based teaching and support to the patient/parents/carers and wider support networks (including schools etc.).
- To accurately record patient information in accordance with NNUH procedures.
- To report incidents, accidents, and complaints in line with NNUH procedures.
- To use PAS and other trust systems as required by the clinical area.
- To communicate any health and safety issues to the appropriate line manager.
- To maintain confidentiality of information (written, verbal, electronic), whilst being aware of the Freedom for Information Act.
- In collaboration with the patient and their parents/carers and wider support network (children's services etc.), plan and organise interventions specific to an

individual's needs and within the remit of their plan of care.

- To provide support to less experienced staff.

Professional Development:

- To complete local and Trust induction and mandatory training as required.
- To be aware of and work within Trust policies and procedures.
- To be responsible for maintaining own competencies.
- To attend study days/lectures as appropriate for self-development and participate at staff meetings as required.
- To maintain up to date knowledge and skills relevant to the field of practice.
- To develop relationships and networks with internal and external agencies and services.
- To work unsupervised; organising own workload and performing in a manner which maintains and promotes quality.
- To act on own initiative, guided by the multidisciplinary team.
- To assist in the induction of new or less experienced staff or students by demonstrating own role.
- To contribute to the ongoing development of policies/guidelines within the service.

Specific Additional Responsibilities:

Functional Requirements			
Direct face to face patient contact	Yes	Blood/body fluid exposure	No
Exposure prone procedures (EPP)	No	Prevention and management of aggression	Yes
Manual handling	No	Crouching/stooping or kneeling	No
Night working/shift work	No	Frequent hand washing/wearing gloves	No
VDU user	Yes	Chemical sensitisers	No

Driving patients	No	Noise	No
Other (please state)	No		

Job Specification:

		Means of Assessment
	Essential/ Desirable	Application Form/ Interview/Test
Qualifications/training and professional development NVQ Level 3 in a relevant subject that supports your ability to deliver change and improve outcomes for children and young people or equivalent professional experience.	E	AF

<p>Experience</p> <p>Significant experience of working with children and families</p> <p>Knowledge and understanding of Safeguarding policies and procedures</p> <p>Experience of attending multi agency meetings</p> <p>Tenacious and creative engagement skills with children, young people and families leading to positive change.</p> <p>Good knowledge of services for children and young people, provided by the department and other agencies.</p> <p>Good knowledge of child development from birth to 18 and factors which impede their overall development.</p> <p>Computer literate, with the ability to electronically record work done and its impact.</p> <p>Significant experience of working with a range of agencies and services.</p> <p>Experience of effectively managing conflict.</p> <p>Understanding of effective practice principles and current theories around 'what works' with young people.</p> <p>Able to travel to regional clinics, meetings and home visits as required</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p>	<p>AF/I</p> <p>I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>I</p>

Attitude, aptitude		
Good communication skills with the ability to provide and receive complex and sensitive information in a developmentally and culturally appropriate manner.	E	AF/I
Ability to communicate complex information to staff in an accessible manner (written, verbal, electronic)	E	AF/I
Able to demonstrate successful use of strategies to prioritise and manage time when there are conflicting demands	E	I
Able to demonstrate examples of successful commitment to team working	E	I
Able to demonstrate good organisations and time management skills	E	I
Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence	E	I
Demonstrates understanding and commitment to Equality, Diversity and Inclusion	E	I

Reasonable adjustments can be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.