

**NHS****Great Ormond Street
Hospital for Children**
NHS Foundation Trust

JOB DESCRIPTION & PERSON SPECIFICATION

Job title: Youth Worker - Renal

GOSH profile

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) is an international centre of excellence in child healthcare. GOSH is an acute specialist paediatric hospital with a mission to provide world-class care to children and young people with rare, complex and difficult-to-treat conditions.

Together with our research partner, the UCL Great Ormond Street Institute of Child Health, we form the UK's only academic Biomedical Research Centre specialising in paediatrics. Since its formation in 1852, the hospital has been dedicated to children's healthcare and to finding new and better ways to treat childhood illnesses.

Great Ormond Street Hospital receives nearly 300,000 patient visits (inpatient admissions or outpatient appointments) every year (figures from 2018/19). Most of the children we care for are referred from other hospitals throughout the UK and overseas. There are 60 nationally recognised clinical specialities at GOSH; the UK's widest range of specialist health services for children on one site. More than half of our patients come from outside London and GOSH is the largest paediatric centre in the UK for services including paediatric intensive care and cardiac surgery.

Through carrying out research with the UCL Great Ormond Street Institute of Child Health, University of London and international partners, GOSH has developed a number of new clinical treatments and techniques that are used around the world.

The UK's only academic Biomedical Research Centre (BRC) specialising in paediatrics is a collaboration between GOSH and UCL Great Ormond Street Institute of Child Health. We are a member of University College London (UCL) Partners, joining UCL with a number of other hospitals – an alliance for world-class research benefitting patients.

In partnership with six other NHS trusts, we are the lead provider for North Thames Genomics Medicine Centre, part of the national 100,000 Genomes Project.

Great Ormond Street Hospital at a glance



Great Ormond Street Hospital Culture and Values

The Trust has developed the Always Values with our staff, patients and families that characterise all that we do and our behaviours with our patients and families and each other.

Our Always Values are that we are:



Diversity & Inclusion

Here at GOSH, we believe that improving lives for our patients begins with improving how we learn, work and grow as colleagues. So, we're changing. We know that we need to develop a more inclusive culture where everyone feels seen and heard. By growing an ever more diverse workforce, we'll have a greater range of perspectives and knowledge in our GOSH community, meaning that we can provide the children and young people at our hospital with even better care. At GOSH we have opportunities for our staff to engage with colleagues through the following networks: REACH (Race, Ethnicity and Cultural Heritage) ENABLED (Enhancing Abilities & Leveraging Disabilities Network), PRIDE & Women's networks.

Job title	Youth Worker
Directorate	Body, Bones & Mind
Band	6
Supervised by	Transition CNS Renal
Type of contract	Fixed Term
Hours per week	37.5
Location	GOSH
Budgetary responsibility	N/A
Manages	N/A

Main purpose of the job

There is growing recognition that young people with long term conditions need support to expand their knowledge and skills to manage their health conditions throughout adolescence and into adulthood. Young people diagnosed with kidney disease often find it difficult to accept their condition and the life changes it brings. Adolescence is a complex time for young people to navigate and this alongside having a chronic health condition can be overwhelming. Therefore, require support when transitioning to adult services. Without the proper support, this can lead to a culture of poor engagement with services and non-adherence with treatment which can have serious long-term consequences to health. We have an exciting opportunity to further develop our Renal Healthcare Transition service by introducing a Youth Worker to our team. You will work alongside the Renal Healthcare Transition CNS providing a holistic care approach to the young person's transition journey. The aim of this post is to assist in providing targeted, individualised support and education to a population of young adults within the renal team at Great Ormond Street Hospital. The young people will be at various stages of their healthcare transition process and will require a range of supportive measures to assist them in preparing for adulthood. This support and education will help enable and empower this group of patients to take responsibility for their kidney disease and its management working alongside the wider multidisciplinary teams.

The Youth Worker will play a key role in supporting young people and their families within the Renal services at Great Ormond Street Hospital.

This role will:

- Manage a caseload of young people with physical complex needs, learning disabilities, autism and mental health, working collaboratively with the multidisciplinary team.
 - Using evidence-based practice and advanced knowledge to assess, plan and implement interventions in conjunction with the Healthcare Transition CNS /CNS team, ward teams and wider MDT
 - To ensure effective care pathways are taken for individual young people and their families throughout the service and liaise with Renal teams and external services to ensure high quality care is provided to improve health outcomes.
 - To manage, contribute and develop the maintenance of a developmentally appropriate environment for the service.
 - Contribute to the development of efficient systems for care pathways and participate in the planning, development, and improvement of the service and young people's experience.
 - Actively work to improve the safety and quality of the service.
 - To provide holistic support for young people living with a long-term health condition
 - To participate as a professional member of the multidisciplinary team, contributing to the care of the patients to improve healthcare transition processes and health outcomes.
 - To provide a varied programme of activities and opportunities to engage young people.
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- Some evening/weekend work may be required.
- To contribute to the development of Youth workers at GOSH

Key working relationships

Internal: Doctors, nurses, Transition Improvement Manager, psychosocial and administrative staff within the Renal Unit. Other wards, specialities, and departments such as Radiology and Pharmacy and the wider MDT (Multi-Disciplinary Team)

External: Patients, families, referrers, social services, adult health and social teams, Renal national networks, and community services, schools and colleges.

Main duties and responsibilities:

- Be the primary point of contact for children and young people, and parent/carers accessing Youth worker services, arranging meetings by phone or in person as required

- Undertake assessment of children and young people referred into the Youth Support worker.

- Support children and young people, and parent/carers, to access voluntary sector services and activities as relevant to their needs

Keep accurate records on patient electronic record systems complying with GOSH policies and procedures.

- Ensure information and advice are available to young people and they are aware of how and where to access resources.

- Build strong working relationships with outside agencies to support the needs of Young People

- Champion The young person's voice throughout GOSH and collaborate with you Young Persons Forum.

- Attend staff meetings, supervision, and training as required

- Identify, report, and monitor any safeguarding concerns in accordance with the latest local procedures

- To comply with, and share responsibility for ensuring the implementation of, GOSH policies and procedures and key legislation such as GDPR (General Data Protection Regulation) and safeguarding

- Undertake any other duties that may be assigned from time to time including travel to attend events and meet with volunteers and organizations.

- Assist in maintaining good working relations with stakeholders, other agencies working with young people and to represent at external meetings as required.

- Communicate and liaise effectively with all members of the multidisciplinary team, both verbally and in writing about the needs of the young person in Healthcare Transition
- Collect evidence of project outcomes and young people's achievements, to ensure the completion of monitoring forms and project and trust progress reports as required.
- Support, develop and manage systems to ensure the smooth transfer of care to adult services and local services in conjunction with renal transition CNS utilising Ready, Steady, Go and Growing Up, Gaining Independence
- Use advanced knowledge and understanding of adolescent development and child and young person protection issues to observe and assess children and young people, reporting back to the MDT relevant details.
- To work independently to meet the needs of young people as well as part of the MDT, liaising with a wide range of professionals to meet the emotional and psychological needs of the children and young people.
- Provide support to families that are under stress and in crisis, providing expertise on helping their child cope and adapt to specialised treatment.
- This 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.

Management and Leadership **Communication**

Maintain effective communication with young people and their families, working closely with them to ensure high quality care is provided enabling them to cope and adapt to treatment.

- To establish effective communication, both verbal and written, with all members of the multidisciplinary team in child/adolescent health and with other health professionals as required
- To communicate sensitively and professionally in complex and challenging situations.
- To establish communication links with other agencies/services involved with the child/young person and to effectively liaise with a wide range of professionals, within other agencies/hospitals to ensure the highest standard of care is provided.
- Communicate effectively and share learnings and information with colleagues in the Renal Networks, NHS England and others as requested by programme leadership

Service Development and Delivery

- To actively contribute to the planning, evaluation and audit of practice, care pathways and protocols within renal services.
 - To be proactive in the delivery of the youth service development plan to report on and present following the end of the fixed term.
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- Support the development of processes relating to youth support for the interim and the longer term
- Work with staff from across the wider multi-disciplinary team to ensure that young people's needs are met as well as external services including the Police, Children's Services, schools, voluntary sector, and faith organisations, etc.

General

- Demonstrate a professional approach to work and act in accordance with GOSH trusts values
- Ensure documentation is complete and up to date in line with hospital guidelines and professional standards.
- Ensure self and others acknowledge, recognise and respect peoples' expressed beliefs, preferences, and choices, respecting diversity, and valuing people as individuals
- Take be accountable and ensure own competence in practice, being aware of own behaviour and its effect on others
- To be aware of risk relating to aggressive and challenging behaviour amongst the client group and follow appropriate policies relating to its management.
- To respond appropriately and professionally to emotionally distressing situations and to support others involved in such situations
- Actively promote partnership working with staff and their representatives, providing a safe environment for escalation of concerns or anxieties
- Support learning across, and development of the whole service, beyond individual areas. Proactively identifying opportunities and ways to improve quality, efficiency, and patient experience
- Act with the utmost discretion and sensitivity in delivery and any discussions regarding the service
- Proactively identify opportunities for evaluation and potential research. Participate in any approaches or studies
- Demonstrate a high level of communication skills and act as an advocate for children and young people and staff within the adolescent Renal service
- Work effectively within the multidisciplinary team ensuring an individualised, holistic, and evidence based optimum service for each patient and their family.
- Actively participate in programme or oversight governance and associated reporting as necessary
- Take part in reflection and appropriate learning from practice, to maintain and develop competence and performance

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

Other

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

Other information

Great Ormond Street Hospital for Children NHS Foundation Trust is a dynamic organisation, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment.

The GOSH Learning Academy (GLA)

Staff education and training influences every stage of the patient journey. Be it the communication skills of the medical secretary planning a patients' stay, the multi-professional team caring for them on the ward, the leadership skills of our corporate and operational teams, or the administrator planning their transport home – each member of staff needs the up-to-date knowledge, skills, and capabilities to provide our patients with exceptional care. We have a number of opportunities for staff available through the [GOSH Learning Academy](#):

PERSON SPECIFICATION

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements. Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

GOSH Culture and Values	Essential	Desirable	Assessment method
Our Always values <ul style="list-style-type: none"> Always welcoming Always helpful Always expert Always one team 	E		I/A/T
For Bands 6 and above including Consultants <ol style="list-style-type: none"> Knowledge and Understanding of diverse backgrounds and perspectives. Understanding of Diversity and Inclusion challenges in the workplace. Demonstrable contribution to advancing Equality, Diversity and Inclusion in the Workplace 	E		I
Academic/Professional qualification/Training			
Qualified Youth Worker degree or equivalent	E		I/A/T
Child Protection qualification (minimal Level 3 training), teaching and assessment experience	E		I/A/T

Completed / completing relevant Masters degree	D		I/A/T
Understanding of relevant national strategy, policy and legislation, and how this relates to the Trust's services	E		I/A/T
Experience/Knowledge			
Substantial demonstratable experience working with children and families	E		I/A/T
Thorough understanding of safeguarding & child protection agenda	E		I/A/T
Clinical governance and risk management	E		I/A/T
Experience in acute hospital		D	I/A/T
Managing organisational change		D	I/A/T
Previous experience of developing policies and protocols		D	I/A/T
Skills/Abilities			
Commitment to maintaining own fitness for practise through maintaining a personal profile of practise competence	E		I/A/T
Ability to negotiate effectively with different disciplines	E		I/A/T
Ability to work across organisational and professional boundaries	E		I/A/T
Professional credibility with multi-professional teams	E		I/A/T
Able to manage time effectively	E		I/A/T
Able to delegate appropriately	E		I/A/T
Able to prioritise objectives and tasks	E		I/A/T
Highly professional role model	E		



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			I/A/T
Understanding of equal opportunities	E		I/A/T

Criteria Key:
Review Method:

Essential: **E**
Application form: **A**

Desirable: **D**
Interview: **I** Test: **T**

