

Job title: Children's Community Support Worker - Higher Level

Band: Band 3

Department: Children's Continuing Care

Division: Women and Children's



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Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East & North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this has been demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at Queen Elizabeth II and Hertford County hospital. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:

Include



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together

Respect



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change

Improve



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

Job title:	Children's Community Support Worker - Higher Level
Band:	Band 3
Department:	Children's Continuing Care
Base:	Lister Hospital /QE2 (You may be required to work on a permanent or temporary basis elsewhere within the Trust)
Responsible to:	Children's Continuing Care Matron
Responsible for:	Deputy Divisional Director of Nursing & Quality for Children's Services (Acute and Community)

Job summary:

To provide individualised specialist care to a child/children with complex health needs in their community setting (home environment/educational/respite settings) in an unsupervised capacity.

Work collaboratively and co-operatively with others to meet the needs of patients and their families.

Participate in the development of self and others.

Key working relationships:

The support worker will work with:

- Patient and their families
- Other community support workers
- Team facilitator (practice educator for the team)
- Children's Continuing Care matron
- Educational/respite settings

Main responsibilities:

Clinical care

- At the direction of the Registered Nurse participate fully in the delivery of planned nursing care
- At the direction of the Registered Nurse undertakes specific Trust approved enhanced clinical skills* relevant to the delivery of care to children with special needs within the community, having undertaken appropriate training and assessment
- Assist the registered Nurse in the evaluation of care and completion of patient documents
- Prepare and support the child before, during and after clinical/therapeutic activities following consent and adhering to policies/procedures.
- Administer medication in accordance with Trust and Departmental medicinal policy.
- Involve patients and carers/relatives in the delivery of care, working in partnership with the family
- Provide reassurance support to patients and carers/family
- Works collaboratively with others in the team to ensure that patients' needs are met
- Recognise and respond appropriately to urgent and emergency situations
- Whilst working under the direction of a registered nurse, a registered nurse will not be present during delivery of clinical care for children in the home setting

Education and Development

- Develop own skills and knowledge and contribute to development of others
- Undertakes the Health QCF Paediatric Support Level 3 award, demonstrates competence in a range of other level 3 National Occupational standards and progresses through the in-house training programme
- Work collaboratively and co-operatively with others to meet the needs of patients and their families.
- To be involved with the induction of newly appointed team members
- Formulate a personal development plan and take part in annual appraisal
- To undertake reflective practice and attend quarterly clinical supervision sessions
- Use IT systems e.g.: e-mail, intranet, data collection, ESR
- To maintain all clinical competencies and to acknowledge the limitations of the role

Quality/Clinical Governance

- Ensure compliance with legislation, policies and procedures
- Makes changes to own practice and offer suggestions for improving services
- Ensure the effective and efficient use of resources
- Maintain health, safety and security and report any concern
- Promptly report any concern regarding patient care. Parents should be the first point of reporting during a shift
- Proactively safeguard the welfare of children and actively adhere to safeguarding procedures and policies and attend training as required
- Maintain competence in Resuscitation, Moving and Handling and Fire through the attendance of mandatory training
- Participate in patients and public involvement activities
- Regularly attend team meetings and raise any issues that need addressing
- Support people's equality, diversity and rights
- Adhere to Trust Dress Code Policy
- Maintain personal safety in adherence to Trust Policies and local guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles Work in partnership with other professional, health and social care organisations, trade union and voluntary sector organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

Requirements	Essential	Desirable
Qualifications / Training Professional qualifications General training qualifications Other specific attainments	Level 2 studies in Paediatric Support or Health and Social Care or equivalent	Level 3 in Health Care studies
Previous Experience Work experience Technical experience Previous level of responsibility	Previous experience with children and/or in a health care setting	Previous experience within Continuing Care
Skills	Ability to communicate in a variety of settings with patients of varying levels of understanding Ability to work within guidelines, follow a care plan and follow instructions without the presence of a registered nurse Passionate about working with children with disabilities Ability to prioritise care Self- motivated and organised Compassionate and caring Able to act on own initiative Basic IT skills	Competencies in clinical nursing skills Working with children with complex health needs or disabilities

Knowledge	<p>An understanding of safeguarding issues</p> <p>Knowledge of information governance</p> <p>An understanding of lone working and conflict resolution</p>	<p>An understanding of issues surrounding disability</p>
Other requirements	<p>Applicants must be capable of traveling to service users in rural locations within a strict timeframe e.g. access to personal transport.</p> <p>Understanding of, and commitment to, equality, diversity and inclusion</p> <p>Role model our Trust values every day</p>	