NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| **1** **JOB IDENTIFICATION** | Job Title | Healthcare Support Worker  Band 3 |
|  | Department(s)/Location | Tayside Paediatric Complex Disability Team/ Kingspark and Fairview Special needs schools |
|  | Number of Job Holders | 9 |
| 2. JOB PURPOSE The Postholder will be expected to work as part of a multidisciplinary team and assist registered nurses/nursery nurses and therapists in working with and caring for children who have complex health care needs. The Postholder will also be expected to provide individualized holistic care in a child/family centered environment, participate in following aims and objectives for each child, assist with feeding and act as an escort where appropriate.  The Postholder will be expected to work unsupervised and exercise initiative when providing patient care, however a registered nurse will be available for advice and guidance.*)* | | |
| 3. ORGANISATIONAL POSITION Senior Nurse  ↓  Senior Charge Nurse  ↓  Charge Nurse/ Team Leader  ↓  Registered Nurse  ↓ Health Care Support Worker (Postholder) | | |
| 4. SCOPE AND RANGE To provide a high quality, safe and supportive environment in order to care for the children & young people with complex disability and special needs in the special needs school, or Respite Centre to meet their identified care needs.  Environment of Care includes  Tayside Complex Disability Service including:   * Paediatric Respite Centre * Special Needs Schools (Kingspark or Fairview) * Schools/ Nurseries   Will work within all areas of the Paediatric Complex Disability Service as service needs demand but will primarily be based and work within Kingspark school or Fairview School  To include:   * Budgetary Responsibilities (supplies ordering, petty cash, children’s valuables, use of equipment) | | |
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| 5. MAIN DUTIES/RESPONSIBILITIESCare Delivery  1. Individuals in this post will be expected to undertake identical duties within Respite Centre, Special Need School, and Child Development Centre. 2. Carry out identified duties in delivering and supporting child care under the direction and supervision of a registered nurse/ manager to ensure delivery of high quality, child specific, care in educational and community settings. After training and development, duties may include activities such as chest physiotherapy & passive movements, suctioning (nasal, oral, tracheostomy) wound dressing and stoma care, ventilation equipment, tracheostomy care, urinary catheterization, colostomy care, C.P.R., care of a child during a seizure and supporting the delivery of the Educational Curriculum. 3. After completion of appropriate training, the post holder will provide routine child specific care under the direction and guidance of the Registered nurse. This may include for example, care of tracheostomy tube or other stomas. This may include changing the tracheostomy tube and connecting or disconnecting ventilation as per child protocol and in routine situations only. 4. Respond to an emergency situation/alert and assist in the provision of immediate first aid or C.P.R as trained to do so in conjunction with others (e.g. Education staff, AHP staff) until a Registered nurse or ambulance arrive. 5. Co-operate with and maintain good professional relationships with other disciplines and agencies that are attending and treating children/young people to maximize care and potential. Contribute to the multi disciplinary planning and discussion process as appropriate or directed by the registered nurse. 6. Maintain good relationships and an empathetic approach to child/young person’s carers and relatives and refer them to a registered nurse/centre manager for any questions they may have on the child/young person’s condition or for any suggestions or complaints that they wish to raise. 7. Recognise & report observed changes in the child/young person’s physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication. This may include using electronic record management systems. 8. Undertake health assessment & screening as identified by the registered nurse/centre manager. 9. Carry out therapies under the guidance of a speech and language/occupational therapist or physiotherapist 10. Participate in the health promotion/health improvement activities with children/young people and their families, under the direction of the registered nurse/ manager e.g. Caring for children during immunization programmes. 11. Be alert to the vulnerability of the children/young people and aware of child protection issues and responsibilities; have a working knowledge of the child protection guidelines and report any concerns on childcare issues to the registered nurse/team leader. 12. Undertake and assist in the preparation and delivery of children/young person’s meals including Percutaneous Endoscopic Gastrostomy (PEG)/Naso Gastric feeds & feeding pumps. Ensure meal times are an enjoyable part of the child’s day. Very occasionally undertake oral feeding of the children/young people as directed, encouraging independence, choice making and encouraging the social aspect of mealtimes. Undertaking gastrostomy/ nasogastric/jejunostomy tube feeding and care of stoma following completion of appropriate training packs and as detailed in individual feeding plans. Referring any changes or concerns to the registered nurse. Completing relevant paperwork accurately. 13. Use individual aids to communication correctly to ensure the children begin to understand their environment and daily routine under the direction of the speech and language therapist. 14. Take part in the six monthly internal and external reviews of children , contributing to the provision of accurate information/ reports as required. 15. Work collaboratively with other disciplines and agencies that are providing parallel services, care, support and health education to maximise the child and young person’s health potential. Contribute to the multidisciplinary planning & discussion processes as appropriate or directed by the Registered Nurse. 16. Supported by the registered nurses provide consistent support for medical staff in child health clinics. This may include measurement of growth, use of social stories and urinalysis etc. Assist medical staff obtain blood samples from children and young people in school clinics as required. Be responsible in conjunction with team leader, for ensuring all necessary resources are available and stock levels are maintained. 17. Act as an escort for the children if required and determined by the Registered Nurse, adhering to transport protocols. Raise any concerns or potential risks to the registered nurse. Ensuring transport contact details are kept up to date.  Health & Safety  1. Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices for children and young people and their families and colleagues. 2. Assist in the routine cleaning and tidying of the working environment and ensure that healthcare equipment used by children and young people is appropriately cleaned between usage. 3. To adhere to standard infection control principles at all times highlighting any concerns to Registered Nurse.  * **Resource Utilisation**  1. Adhere to NHS Tayside procedures re use of supplies and equipment in order to promote the effective and efficient use of resources. 2. Maintain stock levels of supplies to support the smooth running of the area as required. Order and assist in the management of clinical and domestic supplies for child/young person’s use (e.g. personal soap, nappies, syringes), stationary and daily provisions.  * **Education**  1. Participate in personal and career development plan to maintain skills and develop personal growth in order to maximise contribution to service delivery and maintain personal competence. 2. Attend training courses as appropriate and directed by Team Leader. 3. Contribute to the development of others (e.g. new colleagues, student nurses, children & families) as supported and directed by the Registered Nurse. This may involve some supervision of students (e.g. nursing students) as determined by Team Leader.  Quality  1. Acknowledge the diversity of individuals respecting their rights, privacy, dignity and confidentiality. 2. Working as part of the team to promote quality service.   **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. | | |
| 6. COMMUNICATIONS AND RELATIONISHIPS Establish and maintain relationships based on mutual respect communicating on a regular basis with the child or young person, their families, the multidisciplinary/multi-agency team and other external agencies, for example, voluntary organisations, involved in the provision of care.  Provide advise and support to the wider team members (e.g. Educational Staff) on routine health care issues. | | |
| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB NNEB/HNC in childcare and education/SVQIII or recognized equivalent in health/social care (or SVQ11 or  equivalent and willingness to work towards SVQ111 or recognized equivalent.    Previous experience in a caring environment/role, working with children and young people with additional  health care needs.  Ability to work independently, and as part of a Multidisciplinary Team.  Ability to work unsupervised.  Effective written and verbal communication skills.  Ability to carry out assigned tasks effectively in a busy environment.  Ideally hold a drivers licence and have daily access to transport. | | |

ESSENTIAL ADDITIONAL INFORMATION

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| 8. SYSTEMS AND EQUIPMENT Will use child specific equipment daily such as standing frames, wheel chairs and buggies and feeding pumps.  **Moving & Handling:**  Hoists  Wheelchairs  Individualised chairs, walking aids, pacers  Moving patient records, stores & supplies **Information /Communication Technology:** Maintenance of child health records in paper or electronic form, including statutory documentation  Communication using various media e.g. email, telephone, pager systems  Accessing NHS Tayside policies and information via the intranet  Use communication aids  **Personalised and Individualised Care:**  Be familiar with Ventilation unit use of; checking  Suction unit and associated equipment use of; /checking  Use of suction catheters for oral/tracheostomy/nasopharyngeal suction  Saturation monitor use of; /checking  Electronic BP monitor  Thermometer  Urinary catheters/suprapubic catheters  Gastrostomy tube feeding/changing/maintaining and checking  Naso-Gastric tube feeding/maintaining and checking  Jejunostomy tube feeding/maintaining and checking  Application of splinting  Stoma Care and associated equipment **Administration:** Maintenance of stationery, orders, expenses & travel claims, using IT ordering systems  Contributing to individualized care plan documentation which maybe electronic  Maintenance of diaries/communication sheets  Photocopying/faxing if required **Transport:** Escort children between school/respite centre social outings with school staff as appropriate and directed by Registered Nurse.  Travel occasionally between school and other community sites as directed for occasional meetings etc  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |

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| 9. PHYSICAL DEMANDS OF THE JOB **Physical Skills:**  Skills to safely man oeuvre wheelchairs, trolleys and other test equipment  Ability to escort children as required and directed by Registered Nurse  **Physical Demands:**  Patient movement with use of mechanical aides, manoeuvre children/young people Frequent pushing of trolley’s, wheelchairs Challenging behaviour of young people for which training maybe required e.g. Strategies for Crisis Intervention & Prevention  **Mental Demands:**  Concentration required when undertaking personal care for children/young people. This can be unpredictable during the working day  Working with other agencies or in areas where staff may have potentially conflicting organisational cultures or philosophy of care  **Emotional Demands:**  Caring for children/young people who have complex health care needs  Communicating with distressed/anxious/worried children/young people who have complex health care needs  Communication with distressed/anxious/worried parents/carers whose children/young people have complex health care needs  Dealing with the effect of terminal illness, bereavement, disability and the effect on the family  **Working Conditions:**  Exposure to body fluids, faeces, changing nappies & clothes, catheter/stoma bags on a regular basis Potential exposure to occasional verbal aggression Potential frequent exposure to physically aggressive behaviour, pinching or biting by children & young people  Potential exposure to unpleasant, unhygienic, disease risk situations e.g. MRSA, head lice  Working in school and healthcare community settings away from acute hospital setting  Travel in all weathers between sites as required (very occasionally) |

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| DECISIONS AND JUDGEMENTS Assignment of work will be identified by the Postholder or by the Registered Nurse/Team Leader  The Postholder will be expected to work unsupervised and exercise initiative when providing patient care,  however a Registered Nurse/Team Leader will be available for advice and guidance at all times. Work review and formal appraisal of performance will be carried out by the designated registered nurse/Team leader  Acknowledging changes in patients conditions and determine when to refer on to the registered nurse or appropriate other healthcare individual  Required to make decisions about duties for which the post holder has been trained e.g. gastrostomy feeding |

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| MOST CHALLENGING /DIFFICULT PARTS OF THE JOB Managing the constant requirements & safety (both emotional and physical) of a child/young person with complex health care needs  Managing competing demands on time  Regularly working without direct supervision.  Involve and encourage children/young people and their families to participate in care planning  Maintaining partnership working with families and other agencies particularly during child protection issues |

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| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each Postholder to whom the job description applies. |

JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT

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| **Post Title** | Health Care Assistant  Band 3 |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

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| **Responsible Manager** |  |
| **Contact No.** |  |
| **Staff Representative** |  |
| **Contact No.** |  |

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

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| Signed :- (Manager) |  |

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| Staff Members: |  |  |
| NAME  (BLOCK CAPITALS PLEASE) | SIGNED | POST NO.  (office use only) |
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