

|                         |                                                                      |
|-------------------------|----------------------------------------------------------------------|
| Job Title:              | Health Care Assistant – Developmental Paediatrics                    |
| Reports to (job title): | Paediatrician/Clinical Service Manager for Developmental Paediatrics |
| Line Manager to:        | N/A                                                                  |

## Job purpose

To work within the Developmental Paediatric team in a Community setting, providing, support and care to individuals accessing the service, within guidelines and protocols identified for the role.

### Base:

**Community Developmental Paediatrics Surrey Wide - White Lodge, Chertsey (location subject to change)**

**This post is responsible for**

## Key responsibilities

- To support, liaise and work effectively with the Developmental Paediatricians and Specialist Nurses
- To be responsible for the child protection safeguarding process from taking calls, booking appointments, liaising with Paediatricians/Social workers, generating and writing of paperwork, formatting reports and inputting onto the clinical systems and supporting with chaperoning during child protection medicals
- To greet, settle and support children and families attending the child protection medical assessment service; including supporting families at a time of significant stress to them
- To participate and support in Paediatrician/Specialist Nurse led clinics and clerical/administrative/clinical tasks associated with these and chaperone as necessary
- Chaperone for child protection medical assessments and paediatric/specialist nurse led clinics as necessary
- To carry out height and weight measurements and blood pressure monitoring of children and young people within the clinic setting
- To engage in play and interaction with children to support assessments
- To carry out phlebotomy in clinical settings following training in accordance with organisational policy (development of post)
- To undertake and participate in administrative tasks to support the requirements of the service; including and not exhaustive of reviewing patient records, booking appointments, management of electronic

diaries, inputting information onto the clinical systems, opening and sorting post, photocopying, scanning, uploading, printing, maintenance of spreadsheets, mail management and archiving.

- Accessing and distribution of clinical results including bloods, x-rays, genetics, MRI's and other tests required by the Paediatricians
- To support gathering of patient feedback from clinical settings, capture of clinical data and regular audits to monitor compliance for infection prevention and control and clinical governance
- To be responsible for the ordering of stock e.g PPE, checking on equipment and any other reasonable duties as delegated by Paediatrician/Clinical Service Manager/Line manager
- To work effectively within a multi-professional team and liaise with internal and external health and social care professionals as required
- To undertake specific tasks as delegated by the Paediatricians, Clinical Service Manager and line manager in line with role and training
- To undertake regular safeguarding and clinical supervision appropriate to the role and maintain compliance with safeguarding and clinical training requirements

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

| Care                                                                                                     | Think                                                                                             | Do                                                                                                          |
|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul> | <ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul> | <ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul> |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- To respect confidential information obtained in the course of work and refrain from disclosing such information to anyone other than professional staff directly concerned with the patients care or other authorised person.
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Good general education.
- Care Certificate – or willingness to achieve.
- Interest in working in a Community Setting in close collaboration with Paediatricians and Nurses
- Experience of working with children and young people in care, educational or medical setting
- Knowledge of Child developmental levels in relation to play and general interaction skills
- Relevant administrative and IT experience
- Knowledge of Microsoft Office Suite
- Ability to cope with potentially upsetting and emotionally challenging work/circumstances
- Ability to be flexible in taking on unscheduled tasks or being required to switch tasks due to changing priorities
- Ability to work as a team member.
- Ability to recognise own limitations.
- Professional, reliable and trustworthy
- Calm and resilient
- Driven to achieve.
- Self-motivated.
- Good time management
- Good communication skills
- Current full driving license and use of a car during working hours.
- Fluent in written and spoken English

### Desirable

- NVQ Level 3 (in care or relevant area)
- Experience of the NHS.
- Experience of working in child safeguarding
- Knowledge or experience of clinical systems such as EMIS, Accurx, ICE and PACS.
- Good Excel database and spreadsheet skills
- Analytical skills
- Innovative with strong commitment to service development and change
- Phlebotomy training or willingness to achieve

Employee signature

---

Manager signature

---