

Job Title:	Assistant Practitioner for Specialist School Nurse Team
Reports to (job title):	Senior Specialist School Nurse
Line Manager to:	N/A

## Job purpose

The post holder will work as a member of the Specialist School Nursing Team, contributing to the provision of high standards of care for children and young people, (aged 2-19 years,) with severe/profound and multiple learning and physical disabilities (complex needs) within a specialist school environment. This includes outreach to satellite schools where applicable. The post comprises of a large element of administrative support for the nursing team, including filing, emailing, telephone calls and coordinating school-based clinics

## Base

Our Children's Continuing Care provision supports our Surrey-wide service, and you will be based at one of our Office Hubs across Surrey with the opportunity for hybrid working.

HCRG Care Group is a flexible-first employer, whilst you will have an office base, our teams are agile and work in flexible/hybrid arrangements.

## Key responsibilities

### Communication & Relationships

- Maintain effective communication with children/young people, families, school staff, and the multidisciplinary team.
- Report condition changes and escalate issues beyond role scope.
- Communicate workload concerns to the qualified nurse.

### Analytical & Judgment Skills

- Assess care needs per individual care plans and identify risks of harm.
- Prioritise work based on clinical judgement.
- Assess continence needs and manage related supplies (post-training).

### Physical Skills

- Safely use care equipment (e.g., hoists, wheelchairs) per policy and training.

- Promote health, safety, and minimise risk.

## **Financial & Physical Resources**

- Maintain stock levels, records, and ensure timely servicing of medical equipment.

## **Human Resources & Development**

- Work flexibly within the team and support staff induction and student training.
- Participate in performance reviews, training, and nurse-led clinics.
- Assist in training school staff in clinical tasks.

## **Health, Safety & Security**

- Assess and manage risks in care delivery.
- Adhere to all relevant safety policies and legislation.
- Access occupational health and support services as needed.

## **Policy & Service Improvement**

- Follow and provide feedback on policies.
- Support monitoring of nursing practices.

## **Audit & Research**

- Participate in audits, surveys, and development initiatives as directed.

## **Quality & Autonomy**

- Ensure high quality of own work and support service improvement.
- Work independently within agreed frameworks, escalating when needed.

## **Equality & Diversity**

- Promote equality and uphold rights of all service users and staff.

## **Planning & Organisation**

- Manage own time effectively to meet care needs.

## **Patient Care Responsibilities**

- Administer medication (excluding injections, except epipens) and undertake complex clinical tasks following training.
- Provide care for children with complex needs (e.g., tracheostomy, enteral feeding, catheter care).
- Liaise with families and team to review care plans.
- Support continence programmes and manage key children/young people.

## Information Management

- Accurately document care activities and communicate via electronic and telephone systems.

## 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
- 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 at least 4 GCSEs or equivalent
- NVQ level 2 or above in care or childcare
- Experience of working with children
- Experience of providing care in a Health, Social, Education or voluntary setting.
- Team working experience
- Ability to work in a timely manner and to meet deadlines
- Ability to communicate effectively with parents, children and young people
- Basic keyboarding skills
- Ability to work as an effective team member
- Effective written and verbal communication and interpersonal skills
- Ability to accept delegation and work without direct supervision.
- Ability to travel for appropriate training
- Willingness to undertake training
- Self motivated
- Enthusiastic
- Sensitive to the needs of individual families.
- Approachable
- Awareness of confidentiality

### Desirable

- Care certificate qualification
- Recognise own needs for support and development
- Experience of children with learning disability and Autism.
- Experience of working with children with tracheostomy, enteral feeding devices, epilepsy etc.
- Experience of dealing with a variety of professionals, peers, personnel on a daily basis.

Employee signature

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Manager signature

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