

Job Title:	Early Help Support Worker
Reports to (job title):	Clinical Team Leader, B&NES Child and Family Health Service
Line Manager to:	N/A

Job purpose

To work within the B&NES Child and Family Health Service, (0-19) as part of the School Aged Health Service skill mix team under the direction of Specialist Community Public Health School Nurses to deliver delegated work in line with the Healthy Child Programme 5-19 to support Children/Young People and their families, promote health and wellbeing and reduce inequalities.

The role will include delivery of the NCMP programme and the school entry vision screening.

Base:

The Early Help Support Worker role will be based at one of the integrated B&NES Child and Family Health Bases which are outlined below:

- St Martin's Hospital.
- Keynsham Children's Centre.
- First Steps, Twerton.
- Paulton Hospital.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

- Carry out the National Child Measurement Programme, following national and local guidance, working closely with schools.
- Promote, plan and carry out vision screening for eligible pupils in line with local orthoptic led pathways.
- Ensure children identified / assessed as being very overweight or underweight are followed up in line with the agreed pathway to ensure families are provided with brief interventions and health promotion advice to support children achieve a healthy weight.
- Maintain full proficiency in the application of vision testing and NCMP processes.
- Deliver targeted health promotion and group interventions delegated by the School Nurses.
- Work independently in schools, adhering to School Aged Health competencies/ standards/pathways when delivering new entry vision screening, NCMP measurements and delegated health promotion work.
- Establish and maintain good working relationships with all school staff, employing good negotiation skills to encourage full engagement with screening/surveillance programmes, supported by the allocated nurse for each school.
- Work as part of the wider B&NES Child and Family Health School Aged Health Team to ensure equitable service delivery and meet targets.
- Support the School Nurses with the delivery of the Digital Health and Development questionnaires, including monitoring for incoming high priority triage, uploading individual responses as required to electronic records and providing information and signposting where indicated.
- Order supplies and manage annual calibration of equipment specific to the School Aged Health Service.
- Submit data relating to screening and NCMP activity accurately in line with reporting requirements.
- Ensure effective communication between schools and the School Aged Health Service and other agencies.
- Facilitate student observation of the role undertaken by Early Help Support Workers.
- Maintain competencies and adhere to all School Aged Health and HCRG pathways and policies.

Job Description

- Be flexible and adaptable to meet the changing needs of the service delivery to children and young people, families, communities, and school settings.
- Participate in team meetings, supervision and appraisals and engage with HCRG Care Group quality agenda.
- Ensure service provision is inclusive to service users by using appropriate tools/resources to ensure understanding has been achieved i.e. language link workers, sign workers and telephone interpretation services.
- Actively seek service users' views, supporting work led by the Equality and Engagement Lead, and feed into service developments.

Financial Responsibilities

- Use resources efficiently and effectively, supporting managers to identify budget variances and solutions.
- **Other factors**
- Physical effort: the post is based within one of the organisations locations and will involve travel across locality areas, including lone working. You will require access to an appropriately maintained vehicle during working hours.
- Mental effort: the post may have an unpredictable workload pattern, frequent concentration required, and ability to deal with incidents.
- Emotional effort: the post may necessitate dealing with clients at distressing and emotional times, including bereavement, family breakdown, and domestic abuse.
- Working conditions: occasional unpleasant conditions, home visiting required. Occasional spillage of body fluids.

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
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• Accountability • Involve • Resilience

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 1998 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 always observe strict fire and security precautions.

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 with 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 knowledge base.

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

- NVQ Level 3 or equivalent Skills or experience or willingness to undertake appropriate apprenticeship to meet required standard.
- Completed Care Certificate or willingness to complete within first 3 months of employment
- Excellent communication and interpersonal skills, both written and verbal
- Experience of working with children and young people in the community in a professional or voluntary capacity
- Ability to work both autonomously and under direction as an effective member of a multi-disciplinary team
- Develop and maintain positive professional relationships across clinical and non-clinical organisations
- Proactive approach – highly self-motivated, ability to use own initiative
- Able to communicate clearly both verbally and in writing
- Ability to work flexibly and respond to changing work force demand
- Exceptional organisational skills with ability to prioritise workload
- Quality focused
- IT literate e.g. word processing, excel, e- mail and internet use
- Punctual and reliable
- Current full driving license and use of a car during working hours

Desirable

- Understanding of child development

Job Description

- Childcare qualification
- Experience of screening e.g., vision, height, and weight
- Experience of using SystmOne clinical record.
- Experience of working within a School Aged Health Service
- Presentation skills

Employee signature

Manager signature
