

Job Title:	Community Support Worker
Reports to (job title):	Children's Continuing Care Team Sister
Line Manager to:	Children's Continuing Care Clinical Lead

Job purpose

To provide designated quality care for children with complex medical needs in the community and within a child's home.

This Job Description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude towards the duties outlined, which may be subject to adjustment at any time in consultation with the post holder and in line with the needs of the Trust.

Base

St Martins, Bath

Greenways, Chippenham

High Post, Salisbury.

Key responsibilities

- To provide safe and effective health care to children within their homes and in the community as delegated by the Named Nurse.
- To recognise safeguarding concerns and follow relevant procedures.
- To achieve and maintain competencies in specific clinical skills as delegated by the Named Nurse.
- To be fully conversant with the emergency procedures, recognise when a situation requires immediate action, follow escalation pathways and initiate resuscitation.

Job Description

- Develop and understand a specific child's needs and work towards supporting that child's development in partnership with the families and other team members in a variety of settings.
- Help promote and maintain a safe and stimulating environment.
- Assess and record the child's condition and take appropriate action as instructed in specific training.
- Organise day to day activities, planning and organising tasks if appropriate.
- Attend training and supervision.
- To keep up to date with changing practices and take relevant opportunities for training and self-development.
- Complete the HCRG Care Certificate within 3 months of commencement (if required).
- Adhere to infection control policies at all times.
- The post holder must maintain confidentiality of information about patients, staff and all health service business. Information gained must not be communicated by the post holder to other persons except in the course of duty.
- It is the responsibility of all employees to ensure that the requirements of the Health and Safety Executive are always adhered to.
- To have diplomacy and communicate in an informed and effective ways, especially where there are barriers to understanding, i.e. sensory loss, learning disability.
- To liaise clearly and effectively with the team around the child.
- Participate in team meetings as appropriate.
- Maintain accurate record keeping.
- Contact with:
 - The child to deliver their individual care.
 - Parents, siblings, extended family and carers to exchange information on the child's condition and activities.
 - Team members at handover, care meetings and team meetings to support each other, share information and address concerns.

Outline of Provisional Job Schedule:

24/7 service. Night shifts over 365 days a year, Monday-Sunday.

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

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- 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 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.

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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

- Understanding the impact of providing/receiving care in the home for children with complex medical needs and their families
- Ability to participate in training of new staff in a variety of settings.
- Willingness to work towards "experienced to teach" part of Competency Framework
- Excellent oral and written communication skills
- Ability to relate to children.
- Full UK driving license and use of a car.
- Willingness to travel across the whole of Wiltshire and Banes as required.
- Flexible, reliable
- Adaptable and motivated
- Must maintain confidentiality.
- Trustworthy
- Caring, patient and observant
- Ability to learn theoretical/practical skills.

Desirable

- NVQ 3 in health or social care or recognized nursery nurse qualification
- GCSE in Maths and English
- British Sign Language level 1
- Makaton
- Experience of relevant clinical procedures and technology dependency
- Minimum of 1yr experience working with children with complex health needs
- Minimum of 1yr working with children in other setting, e.g. nursery, respite service
- Recognise own strengths and weaknesses
- Recognise own needs for support and development

Other requirements:

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- Ability to use own initiative.
- Have a sense of humour.
- Willing to learn.

Employee signature

Manager signature
