

Job Title:	Team Leader Support Worker
Reports to (job title):	Team Leader
Line Manager to:	N/A

Job purpose

As a team support worker within the Lancashire Young People and Families Service you will work as part of a 0-19 years' team under the direction of the Team Leader. The post holder will be expected to work in line with organisational values and behaviours delivering excellent care with compassion.

Key Relationships

- Service Manager / Team Leader / Development leads
- Health Visitors / School Nurses / Staff Nurses / Healthy Family Practitioners / Link Workers / Administration team

Base

Locality Hubs

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: -

- Regular meetings as required and requested by team leaders with ALL team leaders in the locality (HV & School Nursing) to determine what support is required and schedule effectively.
- Responsible for sending out FFT's via text messaging.
- Attends regular monthly team meetings / Team huddles and acts as minute taker.
- Is responsible for the collection and delivery of service consumables, ie, PPE/stationery etc to and from all service locations (in own locality) as requested by team leaders.
- Order any equipment for new starters (laptop, mobile phone, ID badge etc) and ensure all new starters are booked on the induction programme and be available when new starters commence to assist with setting up IT.
- Supports the team leaders with formal sickness absence meetings.
- Working alongside the team leader, to ensure off duty is updated.
- Ensure clinical equipment is serviced as per guidelines and liaise with the admin team leader to ensure the asset register is updated.
- Under direction of the team leader order equipment and resources via the Procurement system and Brand Hub
- Under the direction of the team leader, complete exception reports and follow up with practitioners as required.
- Amend any KPI data quality issues highlighted on EMIS if requested by and supported by TL.
- Utilises electronic systems and databases as relevant e.g., EMIS.
- Supports audits through undertaking data collection as required and within specified timescales.
- Maintains databases and spreadsheets as delegated by the Team Leader

- Book any team meetings and maintain team action logs.
- Be the team champion for medical devices.
- Ensure that team information, such as lone worker forms are up to date.
- Support the team leader in booking staff in for audits / training.
- Order resources in preparation for School Health Needs Assessment
- Networks across the service and liaises with other team support workers.
- Keep team electronic folders up to date and in good order.
- Undertake any other appropriate delegated work from the team leader.
- Participate in own annual appraisal and attends all mandatory training as required for the role.
- Access regular 121's with line manager

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 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 Datix 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 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

Qualifications:

- Good standard of general education with A level, GCSE (or equivalent) in English

Experience:

- Previous experience of using computer packages, databases, word, excel, Microsoft access, power point.
- Experience of working in an office environment and diary management, filing, emails etc
- Experience of setting up and operating administrative and organisational procedures required for efficient office operating processes.

General Skills:

- Able to plan and organise own work to meet deadlines and respond to changing priorities.
- Effective written and communication skills in personal, written and telephone contacts.
- IT / computers / typing.

Desirable

Qualifications:

- Foundation degree / NVQ (or equivalent)

Experience:

- Previous experience of working in health or social care
- Experience of ordering stock within budget and resource requirements
- Understanding of the work and aims of the community nursing service and the principles of patient-centred service delivery.

Knowledge:

- Working knowledge of data protection and patient and staff confidentiality requirements
- Formal typing / IT training evidenced by certificate.

Employee signature

Manager signature
