

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

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 Virgin's 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

Lancashire; Preston, and Lancaster hub.

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: -

- Plans and manages own delegated work load on a daily basis
- To respect confidentiality for any work undertaken and have the ability to use own initiative and work with minimum supervision to deadlines whilst maintaining a flexible approach
- Use experience and judgment at all times and utilise one's own initiative when required.
- 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 Virgin Care procurement system and Page Engine

- 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
- Reports all complaints, hazards, near miss incidents, incidents and accidents and escalates to line manager / clinical lead in a timely manner
- Utilizes electronic systems and databases as relevant e.g. EMIS
- Support audits through undertaking data collection as required and within specified time scales, analysing and summarizing findings where this has been requested
- Maintains data bases and spreadsheets as delegated by the team leader
- Book any team meetings and maintain team action logs
- Be the team champion for medical devices
- Troubleshoot any day-to-day problems within the team / service e.g. Liaising with Information Technology providers to ensure seamless IT systems
- Ensure that team information, such as lone worker forms are up to date
- Ensure the daily sitrep is completed in a timely manner
- Support the team leader in booking staff in for audits/training
- Participate in own annual appraisal and attends all mandatory training as required for the role
- Access regular 1-1's with line manager
- 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
- All staff will support their managers to make efficient and effective use of resources. All staff are responsible for identifying any actual or potential deviation from budgets and are to work with the budget holder or manager to find effective ways of handling it.
- All staff must ensure they use resources in a manner consistent with organisational policies, ensuring that resources are realistic, justified and of clear benefit to the organisation.
To maintain confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
- To work in accordance with the Trust's Equal Opportunities policy to eliminate unlawful discrimination in relation to employment and service delivery.

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">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• 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.

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 standard of general education with 'O' level, GCSE (or equivalent) in English
- IT / computers / typing
- Previous experience 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
- Able to plan and organise own work to meet deadlines and respond to changing priorities
- Effective written and verbal communication skills in personal, written and telephone contacts

Desirable

- 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 centered service delivery
 - Working knowledge of data protection and patient and staff confidentiality requirements
- Formal typing/IT training evidenced by certificates
- Foundation degree/NVQ (or equivalent)
- Previous experience of working in health or social care

Other requirements:

- Enthusiastic and motivated
- Flexible and able to respond to changing priorities
- Reliable, respectful and approachable
- Displays a caring attitude and manner towards patients and staff at all times
- Able to use telephone headsets, computers and display screens



Job Description

Employee signature

Manager signature

