



Post number: 20

JOB DESCRIPTION

JOB TITLE: HEALTH CARE SUPPORT WORKER

POST HOLDER:

PART 1: JOB PROFILE

1. Main Purpose of Job

To assist in providing a high level of specialist palliative care, encompassing a supportive and holistic approach to the child/young person with a life limiting condition and their family in the Hospice and in the child/YP's home environment.

To work flexibly including rotation onto nights to cover a 24/7, 365-day service. The post holder will work alongside the multi-disciplinary care team and maintain the delivery of care in line with the Hospice philosophy.

2. Position of the role in Claire House

- The role sits in the unregistered category of care team roles
- The post holder reports operationally to the registered staff member when on duty
- The post holder is directly line managed by a senior registered professional and is ultimately accountable to the Director of Clinical Services
- The post holder reports to a registered professional and is ultimately accountable to the Director of Clinical Services

3. Scope of Job

- To act as a contact worker on shift demonstrating good core communication skills depending on the specific needs of the child/young person and their family
- To implement the agreed plan of care for a child/young person with complex, palliative or end of life care needs, using a holistic and individualised approach

4. Dimensions and Limits of Authority

- To work under supervision ensuring practice is in line with Claire House policy and procedures
- To refer to assigned nurse for advice/ guidance during a shift

5. Qualification and Skills Level

- Professional background NVQ Level 2/3 or equivalent
- Experience of palliative/complex care needs

Part 2: MAIN DUTIES AND RESPONSIBILITIES

1. Responsibility for Staff

- To act as a positive role model. Demonstrating CH Values and Behaviours
- To participate in the orientation of new staff, students and volunteers

2. Responsibility for Patient Care

- Working in partnership with parents/carers to implement the agreed planned care needs for children and young people in line with Claire House best practice guidelines
- To implement and evaluate the child/ young person's individual care plan within their scope of clinical competence, recognising when to refer to the child's allocated nurse
- To maintain confidentiality, upholding an individual's right to privacy, dignity and respect
- To recognise and implement diverse ways of communication, understanding the need for sensitivity in addressing cultural wishes when caring for people to ensure that their needs, priorities and preferences are always valued and taken into account
- To maintain accurate, contemporaneous records that reflect the highest possible data quality standards, ensuring service user and their family's confidentiality in line with General Data Protection Regulation (GDPR) & Claire House policies, procedures and guidelines. Paying the highest regard for the principles of confidentiality and the importance of consent/best interests. All information must be handled legally, securely, efficiently and effectively
- To share responsibility within the Hospice in order to maintain a safe but homely environment taking into account health and safety, including infection control and risk assessments
- To work alongside, and participate in the induction of new care team members
- To be competent for the safe administration of medicines on a shift basis ensuring medicine management policies and procedures are adhered to
- To adapt the delivery of care according to the physical, emotional and environmental demands
- To be aware and working to Safeguarding and Prevention of 'At Risk Adults' policies and procedures
- To comply with moving and handling policies and procedures
- To provide early bereavement care and support, working in partnership with the butterfly coordinators and/or Family Support Team

- To take responsibility for maintaining the cleanliness of the child/young person's bedroom whilst occupied. For cleaning and removal of clinical/hospice equipment once that room is vacated
- To assist in the smooth running of the laundry and kitchen services in the absence of designated staff
- To assist in hydrotherapy sessions (once trained) including being pool side in case of emergency
- To be able to undertake the mental, physical and emotional demands of the role, whilst at the same time taking care to safeguard their own health and safety as well as fellow care team members, children, young people and their family

3. Responsibility for Clinical Governance and Quality

- To participate in quality measures for the delivery of care to maintain high standards through best practice
- To identify ways of continued quality improvement, using reflective practice
- To occasionally participate in audit /surveys to enhance the delivery of care
- To liaise with the senior registered professional in significant event analysis
- To actively complete clinical incident documentation in accordance with "no blame" and whistle-blowing policy
- To adhere and comply with all Hospice policies and procedures

4. Responsibility for Clinical Leadership and Practice Development

- To ensure annual mandatory training is up to date
- To take responsibility for maintaining his/her own professional development. Meeting with senior registered professional for regular appraisals, identifying and agreeing personal targets
- To maintain clinical core/ extended competencies on an annual basis
- To be competent in Claire House's core clinical competencies and work towards extending such clinical skills
- To ensure the economical and appropriate use of all resources within the Hospice
- To be responsible for the safe use, storage and maintenance of equipment/technical apparatus
- To maintain appropriate client records ensuring they are stored securely and confidentially in line with GDPR

- To attend and participate in Hospice meetings
- To report and record all accidents and incidents in line with Hospice procedure safe guarding the welfare and safety of all staff during working hours with regard to the Health and Safety at Work Act
- To be fully involved in the process of preventing and controlling infections
- To maintain confidentiality in all aspects of the role, especially information regarding children/young people and their families
- To participate in special interest groups throughout the Hospice to meet the holistic needs of children/young people and their family

5. General Claire House Requirements

- Adhere to and comply with organisational policies, procedures and guidelines at all times
- Implement risk management strategies (including reporting, registering risk and learning), taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination
- Implement Health and Safety regulations through risk assessment. Maintain a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy. Participate fully in health and safety training
- Comply with the organisational policy on confidentiality and GDPR relating to information held manually or on computerised systems
- Respect the confidentiality and privacy of children, young adults, volunteers and staff at all times
- Participate in personal training, development and appraisal, and attend all relevant training courses as required
- Take part in organisational research
- Embrace the positive volunteer culture which Claire House strives to create.

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other of the Claire House establishments.

DBS level: Enhanced with child and adult barred list

Our working premises are no smoking areas.

Person Specification

Job Title: Health Care Support Worker

Criteria	Essential	Desirable
Qualifications & Special Training & Education	NVQ Level 2/3 or equivalent in health and social care	NVQ Level 3 or equivalent in health and social care Complementary therapies skills Clinical supervisory skills Basic counselling skills
Knowledge & Experience	Knowledge and experience of working with children/young people with health care needs Experience of working in a small team Experience of working in partnership with families	Experience of working with children/young people with complex health care needs Experience of palliative/ end of life care Experience in enteral feeding, tracheostomy care, ventilator care etc Experience/knowledge of working in a hospice Knowledge/experience of working for a charity
Skills & Abilities	Effective core communication skills Good organisational skills and ability to prioritise work load Ability to implement and evaluate planned care Ability to record information in a concise, legible and accurate manner Good interpersonal and Team working skills Ability to provide personal and clinical care	Relates well with families and other healthcare professionals Communicates with peers and supervisors alike Competent in core clinical skills Skills in holistic needs/therapies
Personal Qualities	Positive attitude Enthusiastic Flexible – able to cover a range of shifts in a 24 hour period Professional manner Approachable Honest and trustworthy Understanding of professional boundaries	Supportive of colleagues, children and families
Special Circumstances / Additional Requirements	Basic IT skills	Car driver

CLAIRE HOUSE JOB RELATED SKILLS – HEALTH CARE SUPPORT WORKER

There are generic competencies that work for all employees at Claire House. Here is your personalised set of job related skills for your role. If you have any queries, please speak with your line manager.

COMPETENCY	EXAMPLES OF WHAT IT COULD LOOK LIKE
<p>COMMUNICATION Excellent communication is central to everything we do, and forms part of our Claire House behaviours, Together We Achieve More and We Deliver Excellence.</p> <p>Whilst we all need to be effective communicators, for some it is a particularly important job skill for building strong empathic relationships within and/or beyond Claire House.</p>	<p>Intermediate Communication</p> <ul style="list-style-type: none"> – Has enhanced communication skills, is able to communicate confidently with a wide variety of individuals across and beyond the organisation – Promotes the work of Claire House, communicating using appropriate styles, methods and timing – Is able to explain complex concepts or processes to others in simple and understandable ways – Takes opportunities to regularly communicate and interact with own and other teams to build strong, effective relationships. – Actively builds and maintains a network of colleagues and contacts within your community
<p>SAFETY and EXTERNAL LEGISLATION Everyone in Claire House should work in a way that demonstrates awareness of key areas of safety and legislation eg Health and Safety, Equality & Diversity, Confidentiality, Fire Regulations etc.</p> <p>For some there is an additional responsibility to assess the risks involved in these areas and put in place policies and procedures to manage them.</p>	<p>Awareness</p> <ul style="list-style-type: none"> – Understands the key legislation affecting the role eg Health and Safety, Manual Handling etc and acts accordingly
COMMERCIAL AWARENESS	Not Applicable
FINANCIAL ACUMEN	Not Applicable
<p>ICT SKILLS The use of IT in our daily lives is becoming more and more common, through the way we use our phone, computer and tablets.</p> <p>IT can improve the way we work, encourage better communication and sharing of information and help raise the profile of Claire House across the region.</p>	<p>Core ICT Skills</p> <ul style="list-style-type: none"> – Has a positive “can do” attitude to using ICT on a day-to-day basis – Work station basics, logging on and off, using printers etc – Is able to send and read emails and use simple spreadsheets and word processing packages – Can access information kept on databases and input information onto databases – Is able to perform basic internet searches
MANAGEMENT	Not Applicable
LEADERSHIP	Not Applicable
BUDGET MANAGEMENT	Not Applicable
RESOURCE MANAGEMENT	Not Applicable