



**St Oswald's  
Hospice**

## **St Oswald's Children and Young Adults Service**

### **Job Description**

**Job title:** Care Support Worker  
**Department:** Children's Outreach Service, Children and Young Adult's Service  
**Responsible to:** Children and Young Adult Service Matron

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#### **1. Purpose of Job**

St Oswald's Hospice aims to provide the highest standard of clinical care for the children, young adults and families that we support. The purpose of this role is to act as an effective part of the care team providing specialist care, encompassing a supportive and holistic approach to service users and their families.

Care delivery will take place within the short break unit as well as within the community, as part of our newly developing children's outreach service.

#### **2. Main Accountabilities, Duties and Responsibilities**

##### **Accountabilities and Responsibilities**

- To provide individual holistic care to children and young adults living with complex health needs and life limiting conditions.
- To act as a designated primary worker demonstrating good communication skills, reflecting the specific needs of the children, young adults and their families.
- To work within safe practice guidelines in line with St Oswald's policy and standard operating procedures.
- To work effectively as part of a team, as well as independently when required. Potential for lone working within community settings.
- To refer to senior team members for advice and guidance when appropriate.
- To maintain accurate clinical records ensuring they are stored securely and confidentially.

##### **Care**

- To meet all aspects of the child or young adult's individual care needs within scope of clinical competence.
- To accurately record, evaluate and document care delivery, using appropriate system or format.
- To maintain an adaptable approach to care delivery; responsive to physical, emotional and environmental demands.
- To carry out safe moving and handling practices, complying at all times with manual handling policies and procedures.
- To be competent in core clinical skills, maintaining and further developing such clinical skills as appropriate.
- To be competent when required for the safe delivery of certain medications, ensuring compliance with medicine management policies and procedures.

- To safeguard and promote the welfare of each child and young adult, maintaining knowledge of Safeguarding Children and Protection of Vulnerable Adults, with an understanding of standard reporting procedures.
- To share with others the responsibility of maintaining a safe and supportive environment, taking into account infection control and relevant risk assessments.
- To work in partnership with others to provide bereavement care and support.

### **Other Duties and Responsibilities**

- To participate in the shift rota system in order to provide care over a 24hour period.
- To ensure the thorough cleaning of bedrooms and care areas, including the cleaning of any equipment as per infection control procedures.
- To ensure thorough room setup and preparation is carried out to safely meet the needs of the service user.
- To maintain an appropriate level of disposable equipment, including organisation and stores ordering.
- To take an active role in assisting with therapy sessions.
- To participate in organising and facilitating social activities and outings
- To participate in special interest groups and activities throughout the hospice to meet the holistic needs of the children, young adults and their families.
- To participate in the induction and support of new care team workers and other staff as deemed appropriate, including students on placements.
- To be mindful and respectful of diversity and equality when dealing with children, young adults and their families.
- To maintain child or young adult's privacy and dignity at all times.
- To ensure at all times the economical and appropriate use of all resources.
- To be responsible for the safe use, storage and maintenance of all equipment in accordance with manufacturer's instructions.
- To promote the health and safety of all services users, staff and visitors both on or off the unit through undertaking and following robust risk assessments.
- To be able to undertake the mental, physical and emotional demands of the role, safeguarding own health and safety and that of fellow team members, children, young adults and their families.

### **3. Self Development**

- To develop and maintain core clinical competencies, as well as extended competencies on an annual basis.
- To take responsibility for undertaking and maintaining appropriate personal development including participation in annual appraisals, identifying own work goals and working to achieve these.
- To identify ways of continuing quality improvement through supervision or reflective practice sessions.
- To participate in quality measures to maintain high standards in the delivery of care through ensuring best practice.
- To participate as requested in audit or surveys to enhance delivery of care or to inform the hospice.

- To behave in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and thereby generating a positive image of St Oswald's.
- To adhere to all St Oswald's policies and procedures, ensuring that these are maintained at all times.

#### **4. Risk Management including Health & Safety**

- To adhere to St Oswald's Health and Safety policy as set out in St Oswald's Health and Safety policy statement.
- To ensure annual mandatory training is up to date, including all health and safety training.
- To maintain an awareness of health, welfare and safety issues that may affect working practice.
- To report and contemporaneously record any accidents, incidents or concerns in accordance with St Oswalds policies on Adverse Events and Whistle Blowing.

#### **5. Working Relationships and Team Working**

- To work as a positive team member at all times in accordance with St Oswald's Respect at Work Policy and Procedure.
- To adhere to and promote St Oswald's beliefs and values (CAPES)
- To build professional relationships with the multi-disciplinary care team, children, young adults, their families and carers to ensure that a high standard of care is delivered.

#### **6. Conduct**

- To act at all times as a positive role model for St Oswald's Hospice
- Adherence to St Oswald's Code of Conduct

#### **7. Other**

- This job description does not describe all of the duties and responsibilities of this post. The post holder will therefore be expected to undertake any other duties as deemed appropriate by the Children's Service Matron, within their competence and level of responsibility, to meet the needs of the service.
- The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of the level of work undertaking, which may vary in detail due to changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

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#### **RISK ASSESSMENT**

The generic role risk assessment for nursing.

#### **DISCLOSURE / LEVEL**

An enhanced level DBS check with checks to the children barred list is required.

#### **PREPARED BY/ DATE**

Jocelyn Parker- February 2023

**St Oswald's Children and Young Adult Service**  
**Person Specification**  
Care Support Worker

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Qualifications Training and Education	<ul style="list-style-type: none"> <li>NVQ level 3 or equivalent in Health and Social Care</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a community, residential or short break care setting with children or young adults with complex health needs</li> </ul>
Skills, Aptitudes and Abilities	<ul style="list-style-type: none"> <li>Effective core communication skills to build good relations with children, young adults and their family/carers</li> <li>Good organisational skills and the ability to prioritise work load to effectively manage work time</li> <li>Ability to record information that is concise, legible and accurate</li> <li>Good interpersonal and Team working skills</li> <li>Clean driving licence</li> <li>IT Skills to manage electronic information</li> <li>Skills in care work with children and young adults</li> </ul>	<ul style="list-style-type: none"> <li>Relate well with families and other health and social care professionals</li> <li>Competent in core clinical skills</li> <li>Ability to use own initiative when providing care but also to recognise when to seek advice and support</li> <li>MIDAS Training to enable post holder to drive mini bus or adapted vehicle</li> <li>Use of car for work</li> </ul>
Knowledge and Experience	<ul style="list-style-type: none"> <li>At least 18 months experience working with children, young people and/or young adults with complex health needs in an education, health or social care setting.</li> <li>Knowledge and experience of working with children or young adults with health care needs</li> <li>Experience of working in partnership with families</li> <li>Experience of providing personal and clinical care to children and young adults</li> <li>Experience of planning and coordinating activities suitable for children or young adults</li> </ul>	<ul style="list-style-type: none"> <li>Experience of providing a high level of health care to children, young people and/or young adults</li> <li>Knowledge and experience of working with children or young adults with complex health needs</li> <li>Knowledge of the play and development needs of children</li> <li>Knowledge of the social needs of young adults with complex health needs</li> <li>Experience of palliative or end of life care</li> <li>Experience in enteral feeding, tracheostomy care etc.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>Positive attitude</li> <li>Enthusiasm</li> <li>Flexibility to cover range of shift patterns</li> <li>Professional manner</li> <li>Approachable and adaptable</li> <li>Honest and trustworthy</li> <li>Understanding of professional boundaries</li> </ul>	<ul style="list-style-type: none"> <li>A genuine interest in working in a community setting with children, young people and their families with complex health needs</li> </ul>