



St Oswald's Children and Young Adults Service Job Description

Post:	Care Support Worker
Location:	St Oswald's Children and Young Adults Service
Responsible to:	Children and Young Adult Service Matron

1. Purpose of Job

St Oswald's Hospice aims to provide the highest standard of clinical care for the children, young adults and families they support. This role is to act as part of the care team to provide a standard of specialist care, encompassing a supportive and holistic approach to the children and young adults who use the service and their families.

2. Main Accountabilities, Duties and Responsibilities

Accountabilities and Responsibilities

- The post holder reports to the Service Matron
- The post holder is accountable to the Director of Care
- To provide individual holistic care to children and young adults with complex health, palliative care and end of life needs.
- To act as designated Primary Worker demonstrating good core communication skills reflecting the specific needs of the children and young adults and their families.
- To work under supervision ensuring practice is in line with St Oswald's policy and standard operating procedures.
- To refer to the registered nurse for advice and guidance during a shift.
- To maintain appropriate clinical records ensuring they are stored securely and confidentially.
- To adhere and comply at all times to St Oswald's Policies and Standard Operating Procedures (SOPs).

Care

- To deliver all aspects of the child or young adult's individual care within their scope of clinical competence, recognising when to refer to the registered nurse/practitioner.
- To accurately record and document the care of the child or young adult in accordance with St Oswald's policy and procedure on documentation.
- To be flexible in adapting the delivery of care to reflect the prevailing physical, emotional and environmental demands.
- To comply at all times with manual handling policies and procedures.
- To be competent in core clinical competencies and working toward extending such clinical skills as deemed 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, maintain knowledge of Safeguarding Children and Protection of Vulnerable Adults and an understanding of standard reporting procedures.
- To share with others the responsibility of maintaining a safe but homely environment taking into account infection control and risk assessments.
- To provide early bereavement care and support working in partnership with others.

Other Duties and Responsibilities

- To participate in the shift rota to provide care over a 24 hours period.
- To ensure the thorough cleaning of the bedrooms once vacated, including the cleaning of any equipment used as per the hospice cleaning and infection control procedures.
- To ensure the setting up of bedrooms to safely meet the needs of the occupant
- To assist in hydrotherapy sessions.
- To participate in organising social activities and outings including driving the mini bus.
- 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 at all times of possible diversity and equality issues 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 both in the unit and off the unit with St Oswald's staff, their families, other staff and visitors to the unit through robust risk assessments.
- To be able to undertake the mental, physical and emotional demands of the role, safeguarding their own health and safety and that of fellow team members, children, young adults and their families.
- Maintain an appropriate level of disposable equipment.

3. Self Development

- To maintain core competencies and where designated extended competencies on an annual basis.
- To take responsibility for undertaking and maintaining appropriate personal development including participation in an annual appraisal, identifying own work plan and working to achieve this.
- 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 to ensure 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 attend all health and safety training St Oswald's deems mandatory.
- To maintain a constant awareness of health, welfare and safety issues that may affect themselves and others.
- To report and contemporaneously record any accidents or incidents or concerns in accordance with St Oswald's policies on Adverse Events and Whistle Blowing so they can be managed appropriately.
- To ensure annual mandatory training is up to date.

5. Working Relationships and Team Working

- To work as a positive team member at all times and in accordance with St Oswald's Respect at Work Policy and Procedure.
- To participate in the orientation of new staff, students and volunteers

6. Conduct

- To act at all times as a positive role model for St Oswald's Hospice.

7. Other

- This job description does not describe all of the duties and responsibilities of this post and the post holder will be expected to undertake any other duties as appropriate within their competence and general level of responsibility of the post as required by the Children's Service Matron from time to time 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 in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

RISK ASSESSMENT

The generic role risk assessment for nursing and PAMS will apply.

DISCLOSURE / LEVEL

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

PREPARED BY/ DATE

Jackie Bolam – June 2013

Updated by Carole Dixon – July 2017

Updated by Jocelyn Thompson – March 2021

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

Criteria	Essential	Desirable
Qualifications Training and Education	<ul style="list-style-type: none"> NVQ level 3 or equivalent in Health and Social Care 	<ul style="list-style-type: none"> Experience of working in a community, residential or short break care setting with children or young adults with complex health needs
Skills, Aptitudes and Abilities	<ul style="list-style-type: none"> Effective core communication skills to build good relations with children, young adults and their family / carers. Good organisational skills and the ability to prioritise work load to effectively manage work time Ability to record information that is concise, legible and accurate written form Good interpersonal and Team working skills Clean Driving Licence IT Skills to manage information on a computer Skills in care work with children and young adults 	<ul style="list-style-type: none"> Relate well with families and other health and social care professionals Competent in core clinical skills Ability to use own initiative when providing care but also to recognise when to seek advice and support MIDAS Training to enable post holder to drive mini bus or adapted vehicle
Knowledge and Experience	<ul style="list-style-type: none"> 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. Knowledge and experience of working with children or young adults with health care needs Experience of working in partnership with families Experience of providing personal and clinical care to this children and young adults Experience of planning and coordinating activities suitable for children or young adults 	<ul style="list-style-type: none"> Experience of providing a high level of health care to children, young people and / or young adults Knowledge and experience of working with children or young adults with complex health needs Knowledge of the play and development needs of children Knowledge of the social needs of young adults with complex health needs Experience of palliative or end of life care Experience in enteral feeding, tracheostomy care etc
Personal Qualities	<ul style="list-style-type: none"> Positive attitude Enthusiasm Flexibility to cover range of shift with a 24 hour period Professional manner Approachable Honest and trustworthy Understanding of professional boundaries 	<ul style="list-style-type: none"> A genuine interest in working within this environment and with this very special group of children, young people, young adults and their families / carers
Other	<ul style="list-style-type: none"> Able to work a 24 hour 7 day rota 	<ul style="list-style-type: none">
Working Arrangements		