



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

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|--------------------------------|-----------------------------------------------|
| <b>Post</b>                    | Care Support Worker                           |
| <b>Location</b>                | St Oswald's Children and Young Adults Service |
| <b>Directly Responsible to</b> | Children and Young Adult's Matron             |

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### **Job Purpose:**

To deliver a high standard of holistic care to children and young adults with complex health needs and life-limiting conditions, ensuring their emotional, physical, and spiritual well-being is met. The Care Support Worker will work as part of an integrated care team, contributing to the delivery of specialist care in a safe and compassionate environment.

### **Main Accountabilities, Duties & Responsibilities**

#### **1. High Quality, Person Centre Care Delivery**

Provide individual, holistic care to children and young adults, ensuring their complex health and emotional needs are met.

Ensure all care is recorded, evaluated, and documented in line with clinical standards.

Demonstrate ongoing competency in core clinical skills with a focus on safety and adherence to policies.

Maintain a safe, clean environment for patients and staff by following infection control protocols and risk assessments.

Safeguard and promote the well-being of children and young adults, following safeguarding protocols and reporting concerns when necessary.

Provide care that supports the emotional and psychological well-being of children and their families.

Provide compassionate end-of-life care and support to families during bereavement.

Ensure the efficient use of disposable equipment and maintain inventory for the unit.

Promote dignity and respect: Ensure that the privacy and dignity of children, young adults, and their families are upheld at all times.

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## **2. Collaboration and Multidisciplinary Teamwork:**

Serve as a primary point of contact for families, ensuring that their needs are understood and addressed.

Attend and contribute to multidisciplinary meetings, sharing relevant updates on patient care and ensuring appropriate actions are followed up.

Work collaboratively as a team player, consistently promoting St Oswald's values and fostering a positive working environment.

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## **3. Leadership in Care and Mentorship:**

Mentor junior team members, including students, to promote their learning and development, and ensure high standards of care are maintained across the team.

## **4. Personal and Professional Development**

Regularly update clinical skills and knowledge to maintain and enhance competencies.

Actively participate in audits, reflective practice, and team reviews to enhance care standards.

Engage in ongoing professional development, setting and working towards annual performance goals.

Attend bi-annual team study days and engage in self-directed study pertinent to professional development and link roles.

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## **5. Health and Safety**

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Adhere to all **health and safety** guidelines and policies, ensuring a safe environment for staff, patients, and visitors.

Behave in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and generating a positive image of St Oswald's.

Adhere to all St Oswald's policies and procedures to ensure that these are maintained at all times.

## St Oswald's Children and Young Adults Service

### Person Specification

#### Care Support Worker

| Criteria       | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Desirable                                                                                                                                                                     |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Qualifications | <p>Experience of working in a community, residential or short break care setting with children or young adults with complex health needs</p> <p>Minimum 2 years experience working with Children.</p>                                                                                                                                                                                                                                                                                                                                                                     | NVQ level 3 or equivalent in Health and Social Care                                                                                                                           |
| Skills         | <p>Effective core communication skills to build good relations with children, young adults and their family/carers</p> <p>Good organisational skills and the ability to prioritise work load to effectively manage work time</p> <p>Ability to record information that is concise, legible and accurate</p> <p>Good interpersonal and Team working skills</p> <p>IT Skills to manage electronic information</p> <p>Ability to use own initiative when providing care but also to recognise when to seek advice and support.</p> <p>Competent in core clinical skills.</p> | <p>MIDAS Training to enable post holder to drive mini bus or adapted vehicle</p> <p>Drivers licence</p>                                                                       |
| Knowledge      | <p>Experience working with children, young people and/or young adults with complex health needs in an education, health or social care setting.</p> <p>Experience of working in partnership with families</p> <p>Experience of planning and</p>                                                                                                                                                                                                                                                                                                                           | <p>Knowledge of the play and development needs of children</p> <p>Knowledge of the social needs of young adults with complex health needs</p> <p>Experience of palliative</p> |

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|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
|                    | coordinating activities suitable for children or young adults                                                                                                                                                                                                                               | or end of life care<br><br>Experience in enteral feeding, tracheostomy care etc |
| Personal Qualities | <p>Positive and enthusiastic approach</p> <p>Approachable and adaptable</p> <p>Honest and trustworthy</p> <p>Understanding of professional boundaries</p> <p>A genuine interest in working in this environment with children, young people and their families with complex health needs</p> |                                                                                 |