

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Neonatal and Paediatric Support Worker
Reports to	The direct line manager
Band	Band 3
Department/Directorate	Childrens - Specialist Services

JOB PURPOSE
The Neonatal and Paediatric Senior Healthcare Assistant will be based in the Neonatal and Paediatric Departments. The post holder will assist in the delivery of care to babies, children and young people from birth to 18 years. They will work across both Neonatal and Paediatric areas as part of a multidisciplinary team, according to service requirements, as directed by the senior nurse in charge. The post holder will work as part of the Neonatal and Paediatric team to meet the needs of the service. The post holder may also be required to work in other areas as appropriate as directed by the line manager.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The postholder is accountable for upholding Trust values ensuring the standard of their work reflects a caring, compassionate and conscientious approach. Not all duties are routine and the postholder will need to work with the team to responsibly receive details of daily duties and prioritise the completion of tasks safely and efficiently. Be aware of own professional limitations and develop practice through reflection, mentorship and appraisal. Successfully complete the relevant competencies and knowledge/skills documents within the first twelve months of employment. Attend all statutory and mandatory training as and when required. Participate in annual individual performance review process, whereby objectives will be agreed, performance monitored and personal development needs discussed. Identify own training and development needs and undertake appropriate training/education as required.

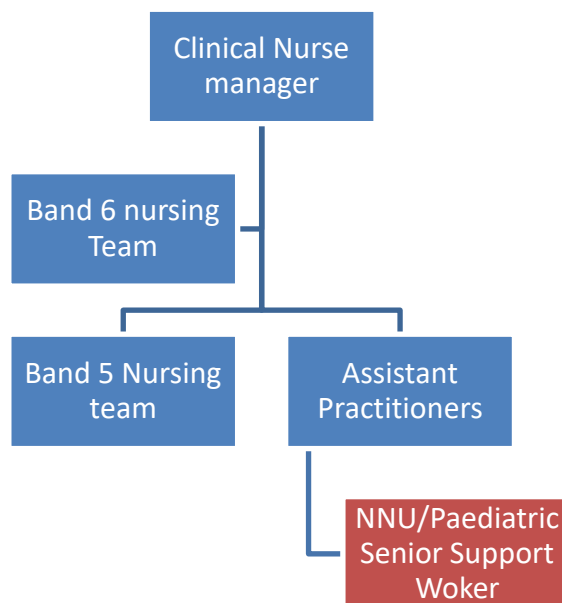
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, they may deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Multidisciplinary neonatal and paediatric teams • Maternity unit staff • Other site managers • Medical and Surgical teams, nurses and therapist teams. • Administrative staff • Safeguarding	• Patients / Carers / Families • Social care • GP Teams • Health Visitors • CAMHS • Support agencies.

ORGANISATIONAL CHART



FREEDOM TO ACT

The postholder will work autonomously, in line with Trust Policies and Standard Operating Procedures under the direction of the designated Registered Nurse (RN). The post holder should raise concerns or any matter outside of their scope of competence, to the Registered Nurse or appropriate person. Assist in the delivery of clinical care to neonatal and paediatric patients, ensuring the highest possible evidence-based standards.

Competently provide clinical care in an agreed, timely and appropriate manner.

Participate in the assessment of care needs and the implementation of planned programmes of care, including needs of the family, working under the direction and delegation of the registered nursing staff within the team.

COMMUNICATION/RELATIONSHIP SKILLS

Use skills in building relationships and communication (including exchange of factual information) to overcome barriers to understanding, using play therapies, distraction, persuasion, reassurance, tact and empathy with many age groups and audiences, including babies, children, young people, families, the multi-disciplinary team and related agencies, to ensure effective patient care.

Use skills to deal with confrontation, complaints or frustration from families.

Acts at all times in a manner which illustrates respect for privacy, dignity and confidentiality
Communicate in a variety of modes - verbal, written and using IT (Word, Email, keyboard skills, data collection, etc).

ANALYTICAL/JUDGEMENTAL SKILLS

Assess patient conditions/comfort of patients.

Assess, prioritise and organise own workload and problem solve as required.

Assist with patient assessment within level of own competence, reporting immediately any changes in the patients' physical and mental condition to the Registered Nurse or Medical Staff.

PLANNING/ORGANISATIONAL SKILLS

Demonstrates ability to work on own initiative, following direction from Registered Nurse or Medical Staff.

Plan and implement programmes of care for individual babies, children, young people and their families, feeding back appropriately to Registered Nurse.

Work with supervision of the registered nurse.

Prioritise own tasks under the appropriate delegation of the registered practitioner.

PATIENT/CLIENT CARE

Demonstrate clinical competence developed through continual professional development, reflective practice and maintenance of a skills portfolio relevant to the service specification.

Deliver a range of clinical and therapeutic care to babies, children and young people, implementing planned programmes of care within set protocols/policies and within the scope of the Senior Health Care Support Worker remit.

Contribute to the assessment of baby/child's needs and the evaluation of care programmes.

Contribute to Health Promotion and raising health awareness with babies, children, young people and their families as appropriate.

Ensure safe practice to minimise the risk of infection to babies, children and staff in accordance with national and Trust policy.

Will undertake training and utilise educational opportunities to develop a range of knowledge and skills in order to deliver high quality clinical interventions for which competency assessment has been undertaken.

Recognise and appropriately address risk factors to clients and carers within their healthcare setting and feedback appropriately to the registered practitioner.

Report any untoward incidents, complaints and clinical emergencies to the appropriate professional within the appropriate timescale.

Fulfil the role of link person or identified lead for specific topics as delegated.

Carry out further duties and skills as a Senior Healthcare Assistant as required and under the direction of the Ward Manager / Nurse in Charge.

Support good health for all babies, children and young people across Neonatal and Paediatric Services.

Specific duties

- To undertake care of babies, children and young people as directed by a registered nurse, and in accordance with the specifications of each infant's/child's care plan.
- To admit and discharge routine patients under the supervision of a Registered Nurse.
- To enable and encourage parents to be involved and care for their child as they feel able
- To assist and teach parents in the care of their babies and children, including promotion of health.
- To prepare and give feeds, (including naso-gastric) or supervise feeds given by parents, to include breast feeding within guidance of the UNICEF Baby Friendly Hospital Initiative.
- To assist with eating and drinking including meal support for children and young people with eating disorder.

- To maintain the baby/child's personal hygiene, appearance, washing, bathing and access to toilet facilities/nappy changing and enable parents to deliver this.
- To perform and record observations such as; respiratory rate, temperature, pulse, blood pressure, weight, urinalysis, oxygen saturation and circulatory observations to limb extremities and report to a Registered Nurse or Medical Staff
- To undertake designated nursing interventions recognising, recording and reporting all concerns and changes in the patient's condition to the appropriate professional at the earliest opportunity.
- To prepare and undertake a range of additional clinical activities such as; minor dressings, hourly IV observations, IV cannula removal, ECG recording, measuring head circumference, naso-gastric tube feeding, stoma care, catheter care, obtaining specimens as required (urine, faeces, sputum, swabs) and reporting to a Registered Nurse or Medical Staff.
- To collect and process blood samples including SBR (Split Bilirubin), blood gas and sugar levels. Results to be reported to Registered Nurse or Medical Staff as appropriate.
- To prepare babies, children and young people for investigations and procedures such as operations, retinopathy of prematurity screening or x-rays etc.
- To chaperone children and young people undergoing consultation, examination and clinical procedures
- To escort infants, children and young people, whose condition is not acute, safely to other departments within the Trust.
- To assist registered nurses /medical staff in technical care and clinical procedures
- To ensure that privacy and dignity of all babies, children, young people and their families are respected.
- To display an understanding and care for the protection and safeguarding of vulnerable babies, children, young people and their families.
- To ensure all records are completed, all treatment and care recorded, and all entries are duly signed.
- To support children and young people with additional mental health needs and deliver plans of care in a professional and non- judgmental manner including children and young people admitted with a self-harm risk, sometimes on a 1:1 basis.

POLICY/SERVICE DEVELOPMENT

- To promote and work within all Trust policies and procedures
- Maintain Trust Standards of clinical governance.
- May participate in discussions for proposed changes to improve patient care standards and services.
- Participate in the implementation of action plans to improve patient care standards and services.
- Participate in the implementation of improvements to working methods and practices.
- Participate in and contribute to changes and improvements within the Directorate and Trust.
- Support professional Standards of Practice.

FINANCIAL/PHYSICAL RESOURCES

Participate in monitoring and control of resource use within budgetary limits.

Participate in developing financial awareness of the team, so that individual staff contribute to the efficient use of resources.

Assist with ordering and maintaining stocks and supplies. May have limited budget responsibility.

Contribute to the safe use, checking, maintenance, cleaning and storage of equipment.

Contribute to the day-to-day housekeeping requirements of the ward area to ensure that it is clean & tidy and that a safe environment is provided for the infants, children, young people and their families/carers/visitors.

Take responsibility for the safe handling of patient property/valuables in line with Trust procedures.

HUMAN RESOURCES

Support the training and supervision of support workers, new staff, work experience students, formal and informal carers

Act as a role model by upholding and implementing good practice in the workplace, demonstrating an awareness of evidence-based care.

Takes individual responsibility for ensuring attendance at mandatory training updates and to develop own competence, knowledge, practice and supervisory skills. Takes individual responsibility for the identification of own continuing educational and developmental needs.

Takes part in regular supervision and annual appraisal.

INFORMATION RESOURCES

Take responsibility for inputting, storing, updating and providing information relating to patient records. Ensure that all clinical documentation is accurately, collected, updated, stored and filed in accordance with local information governance and record keeping policy and guidance.

Ensure personal information is managed in line with local information governance procedure and the Safeguarding Children & Adult policy.

Provide administrative support to the neonatal and paediatric teams.

RESEARCH AND DEVELOPMENT

Take a supporting role in collecting audit information, surveys, research and development activities.

May make recommendations for and support change within the service.

PHYSICAL SKILLS

A range of physical skills, including for example good hand-eye co-ordination, setting up medical devices, blood sampling, manoeuvring incubators and wheelchairs, using hoists, cleaning equipment. Is competent in basic literacy and numeracy.

PHYSICAL EFFORT

Able to cope with a daily routine which involves frequent sitting/standing, walking, moving equipment and manual handling in restricted positions in a hot environment.

Able to work long shifts including night duty and weekends according to service need.

MENTAL EFFORT

Understand a range of procedures which are evidenced based

- Neonatal and Paediatric procedures
- Clinical observations
- Basic life support
- Support of implementation and evaluation of patient care.
- Infection control

Able to work and concentrate in an unpredictable environment that is subject to interruption i.e., from other work colleagues, family /patient/ carer need, calls being prioritised, etc.

Able to instigate emergency procedures calmly and effectively e.g. finding a collapsed patient and commencing basic life support.

Able to accurately complete and maintain effective patient's records, including addressing confidentiality issues.

EMOTIONAL EFFORT

Able to cope with the pressure of working with children and young people, their parents, carers and visitors, with mental health issues, learning disabilities and challenging behaviour.

Able to cope with the pressure of caring for babies, children and young people with acute conditions, terminal illness, chronic conditions, and their families, carers and friends. This may include supporting patients, parents, carers and friends during distressing situations and dealing with emotional circumstances.

WORKING CONDITIONS

Frequent daily contact with:

- Body fluids e.g. blood, sputum, faeces, urine, vomit, breast milk.
- Soiled linen
- Smells
- Infections
- Dust
- Hot environment
- Aggressive/challenging behaviour

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Senior Neonatal and Paediatric Support Worker
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
- A full practice-based level 3 qualification OR equivalent experience - English & Mathematics at GSCE grade A-C (9-4) or level 2 functional skills - A full practice-based level 3 Childcare qualification	E E	D
KNOWLEDGE/SKILLS		
- Experience in basic nursing skills - Understanding of quality and change in the clinical setting - Evidence of developing clinical competencies. - Basic knowledge of neonatal and paediatric patients - Ability to measure and record neonatal and paediatric observations, monitor fluid balance - Ability to assist in reporting care, and transfer of continuing care between shifts - Ability to assist the registered nurse in health promotion - Ability to escort patients between departments and for investigations/tests/treatment - Ability to provide evidence of achieved competencies in key clinical skills - Willing to undertake clinical skills required for the neonatal and paediatric speciality - Ability to perform Capillary blood sampling and Blood sugar monitoring under the supervision of a registered nurse - Basic Key board skills, IT skills	E E E E E E E E E E	D D D D
EXPERIENCE		
- Previous experience in a health/social care setting - Previous experience in caring for babies, children and their families	E E	
PERSONAL ATTRIBUTES		
- Able to effectively work as a team member - Able to prioritise work and manage own caseload of assigned tasks. - Able to work in a busy environment - Able to work under the direction of registered nurses carrying out instructions as necessary - Able to provide an empathetic and compassionate support and approach with babies, children and their families - Able to identify own strengths and limitations - Able to cope with constant standing / walking - Able to undertake manual handling and movement tasks in a hot environment - Able to exercise manual dexterity e.g. Capillary blood sampling, ECG monitoring, wound care, handling of instrumentation and use of equipment - Able to communicate effectively with both written and oral interpersonal skills	E E E E E E E E E	
OTHER REQUIREMENTS		
- The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. - Ability to travel to other locations as required.	E	D

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				
Contact with patients	Y				
Exposure Prone Procedures	Y				
Blood/body fluids	Y				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y				
Respiratory sensitisers (e.g isocyanates)	Y				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				
Animals	Y				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				x
Heavy manual handling (>10kg)	Y				x
Driving	N				
Food handling	Y			x	
Night working	Y				x
Electrical work	N				
Physical Effort	Y				x
Mental Effort	Y				x
Emotional Effort	Y				x
Working in isolation	Y			x	
Challenging behaviour	Y				x