

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09798

JOB DETAILS

Job Title:	Health and Education Support Worker
Pay Band:	Band 3
Department:	Health and Education Support Team, Integrated Children's Community Nursing Service
Directorate:	Community Child Health
Clinical Board:	Children and Women
Base:	Ely & Caerau Children/ Centre Children's Centre UHL

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	ICCNS Operational Manager
Reports to:	ICCNS Team Leader
Professionally Responsible to:	ICCNS Team Leader

Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things
We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

JOB SUMMARY/JOB PURPOSE

To work under the direct instruction of teaching/senior staff/ setting leader,

This will take place in the classroom/setting with the teacher/leader, to support access to learning for the identified learner and provide general support to the teacher/leader in the management of learners and the classroom/setting, including preparation, and routine maintenance of resources/equipment. To enable access to learning for pupils and to assist the teacher in the management of pupils and the classroom.

To prioritise the healthcare needs and learning needs of the identified pupil.

To work under the instruction/guidance of teaching/healthcare professionals to undertake work/care/support programmes to ensure that the learning and healthcare needs of the identified pupil/child are met. To work alongside the Teacher/Setting Leader and staff to ensure that the identified pupil/child is fully included in the activities and daily life of the classroom.

DUTIES AND RESPONSIBILITIES

1. SUPPORT FOR THE HEALTHCARE NEEDS

- To carry out tracheostomy care including changing of tube and suctioning procedures, following training and according to set protocols, under the indirect supervision and direction of a qualified practitioner. To provide care for any other healthcare procedure (ie: enteral feeding, oral suction/ airway clearance)
- Receive regular clinical supervision, training and competency assessment from identified qualified nurse / nursing practice educator
- To work with other carers and healthcare professionals to ensure a holistic approach to the child/young person's care
- To undertake tasks required to assist the child/young person with complex health needs and activities of daily living (including play) and access to educational provision.
- To monitor and report any perceived change in the patient's condition to the Senior Nurse and record in the young person's notes.
- To maintain regular accurate records
- To maintain a safe environment for the learner

2. SUPPORT FOR THE LEARNER

- Attend to the learners' personal needs, including social, health, physical, hygiene, first aid and welfare matters
- Supervise and support the identified learner ensuring their safety and access to learning
- Implement any individual interventions/ programmes identified by the teacher/setting leader/specialist education teams.
- To have thorough understanding of any Personal Emergency Evacuation Plans that are in place for the child.
- Establish good relationships with learners, acting as a role model and being aware of and responding appropriately to individual needs
- Promote the inclusion and acceptance of all learners
- Encourage learners to interact with others and engage in activities led by the teacher/setting staff
- Encourage learners to be as independent as appropriate
- Set challenging and demanding expectations and promote self-esteem and independence

3. SUPPORT FOR THE TEACHER/SETTING LEADER

- Prepare suitably differentiated activities to meet the learner's needs as directed by the class teacher/ ALNCO/Setting leader
- Be aware of the learner's progress, achievements and report to the teacher/setting leader as agreed
- Undertake pupil record keeping as requested
- Gather/report information from/to parents/carers as directed by the class teacher/setting leader

OTHER RESPONSIBILITIES

- To undertake training to be able to carry out delegated tasks within the framework of a plan of care or protocol as set and re-assessed by a qualified practitioner at appropriate intervals.
- To recognise the need for confidentiality and privacy as appropriate for the young child/person and family.
- To maintain confidentiality of information regarding children, family and carers at all times.
- To act in accordance with the legal requirement and statutory rules relating to practice and UHB Policies and Procedures.
- To follow and adhere to policies and safeguarding procedures of the setting/school that the learner currently attends
- May accompany child/young person on outings appropriate to age/development.
- Attend staff meetings as requested.
- Participate in clinical and educational audit.
- Participate in the UHB Values Based Appraisal Programme.

EDUCATION AND DEVELOPMENT

1. Participate in initial and on-going mandatory training programme. (The programme will include client specific training and cover all areas of care e.g. Principles of Tracheostomy changes, suctioning, tube feeding, airway clearance etc.)
2. Identify any training needs and relevant courses for own development.
3. Undertake NVQ training as required at an appropriate level.
4. Maintain competency relevant to area of practice.
5. Participate in clinical supervision programme.

GENERAL

- **Flexibility:** Depending on your role you may be required to work across 7 days and/or on more than one site, and to work late shifts, nights and weekends. You may also be required to participate in an on-call rota or internal rotation.
- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** We are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support an inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared: 7/12/17

CAJE Reference:
RWM/2022/0111

Prepared By: Susan Dinsdale /Cath Keegan Smith

Date Reviewed: 15/9/22

Reviewed By: Paula Cooper

PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Health and Education Support Worker	Department:	ICCNS
Band:	3	Clinical Board:	Children and Women
Base:	Ely & Caerau Children/ Centre Children's Centre UHL		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	NVQ Level 3 or equivalent (NNEB, LSA qualification) or commitment to undertake this as part of the role.		Application Form Certificate Check Registration Card – Nurse/AHP
EXPERIENCE	Experience of working in care settings in either community or hospital setting AND/OR Experience of working in and Education environment (School/Childcare)	Experience of working with children with complex needs. Experience of caring for a child/ young person with a tracheostomy. Experience of caring for a child/ young person who requires enteral feeding.	Application Form Interview References

SKILLS	<p>Able to understand and carry out instructions accurately and in a timely manner.</p> <p>Able to record accurate documentation</p> <p>Able to work as a team player within a multi-disciplinary setting</p> <p>Ability to work on your own or under supervision</p> <p>Ability to apply training to practice confidently</p>	Basic Life Support skills	Application Form Interview References
SPECIAL KNOWLEDGE	Required to maintain confidentiality.	Awareness of effect of a disability/complex needs on daily living for both the child and family	Application Form Interview References
PERSONAL QUALITIES (Demonstrable)	<p>Able to communicate effectively with children and families, colleagues and other professionals</p> <p>Demonstrate UHB Values and Behaviours on a daily basis</p>	<p>Adaptable</p> <p>Flexible</p> <p>Good sense of humour</p> <p>Enjoy a challenge</p>	Application Form Interview References
OTHER (Please Specify)	<p>No criminal conviction(s) which prevent employment with children/ vulnerable young people</p> <p>Able to move between settings in a timely manner</p>	Transferrable DBS	Interview Document Check*

Date Prepared:	15/6/22	Prepared By:	Paula Cooper & Nicola Phelps
Date Reviewed:		Reviewed By:	