



JOB DESCRIPTION

Post	Care Support Worker
Location	Children & Young Adults Service
Responsible to	Matron

The Role

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

Key Outcomes and 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.

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.

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.

Risk Management including Health & Safety

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

Team work is core to the role and you will work as a positive team member.

Our Respect at Work Policy, Values and People Charter help to guide everyone in how we live this day to day.

Confidentiality

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

New Tasks

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

Any substantive changes which may need to be made will be discussed with you.

RISK ASSESSMENT

The generic role risk assessment for nursing

DISCLOSURE / LEVEL

Enhanced DBS checking childrens barred list

PREPARED BY/ DATE

Matron, November 2024

About you

Qualifications, Training and Education

As a guide we are looking for:

Experience of working in a community, residential or short break care setting with children or young adults with complex health needs.

NVQ level 3 in Health and Social Care or equivalent.

Knowledge

Experience working with children, young people and/or young adults with complex health needs in an education, health or social care setting.

Experience of working in partnership with families.

Experience of planning and coordinating activities suitable for children or young adults.

Knowledge of the play and development needs of children is desirable.

Knowledge of the social needs of young adults with complex health needs is desirable.

Experience of palliative or end of life care is desirable.

Experience in enteral feeding, tracheostomy care etc is desirable.

Qualities

Positive and enthusiastic approach.

Approachable and adaptable.

Honest and trustworthy.

Understanding of professional boundaries.

A genuine interest in working in this environment with children, young people and their families with complex health needs.

Skills

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.

Good interpersonal and team working skills.

IT Skills to manage electronic information.

Ability to use own initiative when providing care but also to recognise when to seek advice and support.

Competency in core clinical skills is desirable.

MIDAS Training to enable post holder to drive mini bus or adapted vehicle is desirable.

Full UK drivers licence is desirable.

Your values

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

Applying for this role

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research also shows that many people with other protected characteristics also find it hard it much harder to gain employment.

At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace.

So if you are excited by the role but your past experience doesn't quite match every requirement we encourage you to apply anyway. You may be just the person we are looking for!