

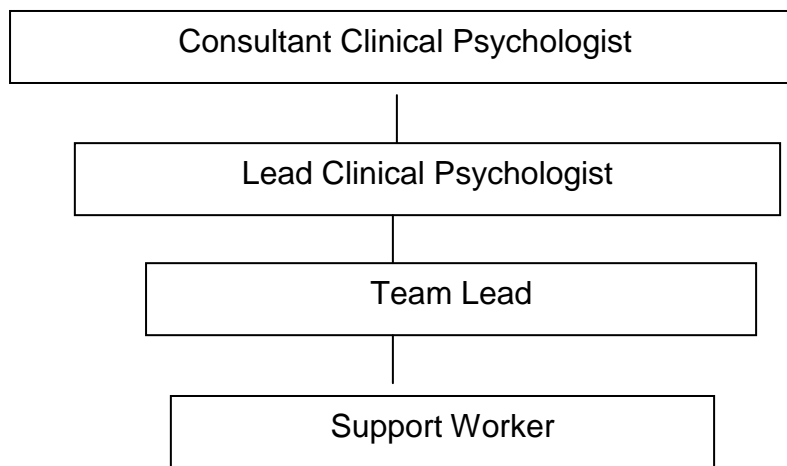
JOB DESCRIPTION

JOB DETAILS

Job Title:	Support Worker Children and Young People - Learning Disability
Pay Band:	4
Directorate:	Mental Health and Learning Disabilities
Department:	Early Intervention Service for Children and Young People (and their families) who have a Learning Disability (LD) who exhibit behaviour that challenges those around them

ORGANISATIONAL ARRANGEMENTS

Accountable to:	Consultant Clinical Psychologist, Lead Clinical Psychologist and team leader.
Responsible For:	Own actions and behaviour and their consequences
Organisation chart:	



JOB SUMMARY / PURPOSE

The support worker role is designed to deliver evidenced based clinical care under the direction and support of a registered professional by following the Health Board's protocols, policies, procedures pathways and care plans.

The post-holder will be responsible for the delivery of a high standard of safe, individualised, efficient, cost effective care under the delegated authority of a registered professional.

The post-holder will communicate effectively at all times and in conjunction with other team members, contribute to and maintain the team philosophy.

The post-holder will practice in accordance with Health Board standards and statutory requirements and operate within the boundaries of the role and assessed competencies.

The post-holder will develop the role as required within the boundaries of the KSF post outline and agreed competencies.

MAIN DUTIES AND RESPONSIBILITIES

Undertake identified allocated duties in relation to the direct care of the individual as identified by a registered professional and in accordance with Hywel Dda Health Board policies and procedures.

Perform duties and activities within the framework of a plan of care, as set and reviewed by a registered professional at regular intervals. This may include direct observations of an individual, assessment of complex needs and to organize and plan home visits to monitor progress and maintain programmes of care.

Make decisions around tasks if care needs have changed within the limits of your role, experience, knowledge and skills

Prioritise workloads as required

Support individuals to urgent, non-urgent and routine appointments and also to support any follow on and further medical investigations and procedures if appropriate.

Ensure that any changes in an individual's condition or circumstance are reported immediately to the appropriate person/Registered professional.

Utilise transferable skills within level of competence.

Communication

Communicate effectively with the multidisciplinary team, individuals/service users, relatives, carers, families, visitors, the public and their representatives, managers, colleagues, and staff from other agencies.

Forms of communication will be primarily verbal, written and electronic.

Constructively manage barriers to effective communication.

Assist in raising awareness of and promoting health and well-being, including group work.

Keep accurate, legible and complete records consistent with legislation, national standards, policies and procedures.

Promote and maintain good working relationships with members of the multi-disciplinary team and support services.

Give accurate and appropriate information to individuals and groups within own competence.

Ensure patient confidentiality is maintained at all times.

Personal and People Development

Prepare for and take an active part in the PDR process in accordance with Health Board policy.

Take responsibility for own developmental learning and performance, ensuring you keep up to date and participate in supervision as required.

Take responsibility for maintaining a record of own personal development to provide the evidence to meet KSF outline and progress through the KSF gateways.

In partnership with reviewer, identify opportunities to develop own competence/skills in order to achieve objectives.

Regularly participate in work-based learning activities, including Health Board statutory and mandatory training taking responsibility for attending departmental updates and refresher courses.

Make an active contribution to developing the workplace as a learning environment.

Health, Safety and Security

Undertake work activities consistent with legislation, policies, procedures and protocols being aware of how to access them in a timely manner.

Undertake work activities consistent with the assessment and management of risk i.e. Identifying and assessing risks and hazards encountered by self and colleagues during the working day as and when they arise, minimising the risk where possible immediately and reporting them to the senior member of staff of the service.

Select appropriate hazard control, risk management and reduction or elimination techniques in order to maintain a healthy, safe and secure environment.

Be proactive in the identification of risks, suggesting remedial action where appropriate.

Report actual or potential problems to a registered professional that may put health, safety and security at risk and suggest how they may be addressed.

Use and encourage others to adopt appropriate infection control procedures and maintain work areas so that they are clean, safe and hazards are minimised.

Attend all health, safety and security statutory and mandatory training as required.

Service Improvement

Make constructive suggestions as to how services can be improved for individuals/service users, the workforce and the public.

Participate in discussions on implementing changes to work practices.

Make changes in own practice in accordance with team decisions, and in discussion with the registered professional, agree a development strategy.

Support continuous quality improvement in service delivery.

Be aware of and contribute to the preparation of local guidelines, protocols and standards when required to do so.

Have a good understanding of relevant clinical standards and audit e.g. fundamentals of care, environment, infection control etc and participate as required in audit when delegated by the professional team leader.

Quality

Act consistently with legislation, policies and procedures and other quality approaches relevant to working/clinical practice and encourage others to emulate such practice.

Ensure own actions are consistent with clinical governance systems.

Understand the scope of accountability of a registered professional

Understand and recognise own role, limitations, scope of practice and responsibility and accountability as a support worker for children and young people (and their families) who have a Learning Disability (LD) who exhibit behavior that challenges those around them.

Demonstrate a personal commitment to equality and diversity at all times

Work as an effective and responsible team member to monitor and enhance the individuals/service user experience, acting immediately to report any potential complaints and contribute effectively to resolving them where possible informally.

Present a positive impression of the team and service.

Seek and reflect on feedback from the team and adapt own practice as necessary.

Take a shared approach to team work.

Demonstrate the ability to manage own time effectively.

Use and maintain resources efficiently and effectively and encourage others to do so.

Reflect on and monitor the quality of work in own area and alert other team members to issues of quality and risk in the care of Service Users.

Equality and Diversity

Recognise the importance of people's rights and act in accordance with legislation, policies and procedures.

Promote and support the rights, responsibilities and diversity of patients and their families/carers and relate with kindness and empathy to all concerned.

Respect the privacy, dignity, needs, beliefs, choices and preferences of service users and carers.

Identify and take action by raising concerns when own or others' behavior undermines equality and diversity.

Be aware of how to access multicultural leaders of faith.

Act as advocate.

Information Processing

Develop the knowledge and skills required to use the relevant IT systems required in the clinical area e.g. Care Partner

Appropriately record all contact data/information accurately and completely.

Store professional data/information safely and correctly.

Maintain confidentiality of information at all times.

Clinical Assessment and Care Planning to Meet Health and Well-Being Needs

Contribute to the assessment of health and well-being needs of individuals/service users within scope of competence.

Make suggestions to the registered professional in relation to adjustments to the individuals care plan when contributing to the assessment and care of the person.

Respect people's dignity, wishes and beliefs; involve them in shared decision making; and obtains consent for delegated procedures within scope of competence.

Record and report back accurately and fully on the assessments undertaken and risks identified. Participate in developing actions in the care plan to address identified risks.

Provision of Care to Meet Health and Well-Being Needs

Discuss and make suggestions for adjustments to individuals' care plans and their health and well-being needs with the care team and understand own role in delivering care to meet those needs.

Obtain the appropriate consent for the identified care to be undertaken, ensuring the individual/service user has a good understanding and knowledge of the decision making process and are provided with accurate and appropriate information.

Prepare for, undertake and record all assessments and care activities undertaken as delegated by a registered professional and ensure these are consistent with legislation, policies and procedures and the management of risk.

Assist individuals to achieve optimum physical and emotional well being and comfort.

Promptly alert relevant person when there are unexpected changes in a individual's/service user condition and take any necessary remedial action.

Support and monitor individuals throughout their care in an holistic and proactive manner, using knowledge and information of appropriate services, and obtaining relevant information to meet their needs.

Offers information to the team on the changing needs of the individual/service user and feedback on the appropriateness of the individualized care plan suggesting adjustments to the care plan where appropriate.

Uses transferable skills with level of competence

Effort and Environmental

PBM training, breakaway techniques and safe holding (training relevant to children and young people and behavior that challenges).

Responsible for own records

Expected to drive to individuals home/meetings across health board

Could have to deal with a complaint or a service user with behaviour that challenges.

General

Other tasks and duties may be determined by line manager/team leader as the role develops, within the framework identified by the support worker for children and young people (and their families) who have a Learning Disability (LD) who exhibit behavior that challenges those around them

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience	Experience of working with children, young people and families and/or learning disabilities	Experience of speciality Experience of working as a healthcare support worker Experience of attending and participating in meetings	Application form and interview Portfolio
Qualifications and Knowledge	NVQ 3 level or similar for example 2 'A' Levels. Maintain a record of own personal development. Recognise the need for lifelong learning Able to relate theory to practice	Awareness of clinical governance Recognise the importance of the Positive Behaviour Support with children/Young people and their family. To be willing to undertake training in Positive Behaviour Support at BTEC level.	Application form Portfolio Interview
Aptitude and abilities	Good interpersonal skills Effective communicator Self motivator Able to maintain confidentiality Caring attitude to patients and clients Shows respect to team members Able to work on own initiative Able to work without direct supervision Recognise own limitations	Basic IT skills Welsh speaker	Interview Portfolio References

	<p>Professional and committed attitude to work</p> <p>Demonstrate motivation, reliability and commitment to team working</p> <p>Demonstrate an ability to value the opinion of others</p> <p>Ability to plan and organize workload</p>		
Other	<p>Able to travel between sites on a timely basis</p> <p>Flexible to the needs of the service</p>	Across Health Board working	Application form Interview

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

** For Managers only:

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

** For Registered Health Professionals only:

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

** For Healthcare Support Workers only:

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children.

Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.