

Excellent care for all
Home | Community | Hospital

Professional
Compassionate
Respectful
Safe



Croydon Health Services
NHS Trust

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced staff take care of people of all ages across the borough of Croydon.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care



- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning• Make time for training and development and support research so people always receive the highest standards of care.

JOB DESCRIPTION

JOB TITLE	Specialist Public Health Practitioner Health Visitor
DIRECTORATE	Integrated Women's, Children and Sexual Health Directorate
DEPARTMENT	Children's Universal Services
BAND	6
RESPONSIBLE TO	Team Leaders
ACCOUNTABLE TO	Operational Manager for Health Visiting
Annual Leave entitlement:	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service

JOB SUMMARY

The Health Visitor is responsible for the delivery of the universal and targeted Healthy Child Programme (HCP) to local families. The Health Visitor will support the development of the service and work within a skill mix team with Band 5s, Nursery Nurses, infant feeding team and the local service provider to ensure the delivery of a safe and effective HCP to a defined caseload of families and children within Croydon Health Services.

To lead and deliver the Healthy Child Programme to a defined caseload of families and children by:

- To manage a designated case load of families; The Health Visitor will be the named health professional, with responsibility for the planning and delivery of the HCP to report to and be line managed by a Team Leaders or Clinical Service Lead (CSL).
- To plan own workload effectively to meet client needs, clinical activity targets and KPIs.



- Working in partnership with the team members, infant feeding colleagues, service users, Croydon Health Service (CHS) staff and all stake holders to promote the health and wellbeing of Children, Young People age 0-19 years, and their families.
- To work in partnership with the Clinical Service Lead (CSL), Practice Educator and multidisciplinary teams in the development of innovative clinical practice in line with the Healthy Child Programme.
- To assess client needs, using Family Strengths and Needs tool, Early Help Assessments and Risk Assessment tools as appropriate and plan, implement and evaluate evidenced based care given and support families where there is a chronic illness or disability and to advise on care in cooperation with other agencies.
- To liaise effectively with colleagues within Croydon Health Services and partner organisations to ensure care for children and families is timely, well-coordinated and effective.
- To be responsible for identifying need within a family. To use child and family centred public health approaches to address health inequalities. This includes the promotion of good health and the prevention of ill health in the community and the implementation and evaluation of individualised programmes of care.
- To work in line with current Croydon Health Policies and guidelines and standards, including performance management of team members.
- To adhere to the NMC Code of Professional Conduct, Standards and The Code of Requirements.
- To line manage junior members of staff, ensuring the completion of annual appraisals, 1:1 supervision and personal development of self and junior staff.
- Support staff with performance, ensuring that poor performance is addressed appropriately.
- To work in keeping with Croydon Health Services trusts values.
- To support students and new starters and ensure induction plans are in place.
- To deliver evidence based care, and to keep updated with own health visiting practice.
- To ensure that junior staff and self-keep up to date with mandatory training and appraisal.
- To support and actively participate in the retention and recruitment of staff.
- To work with local statutory, private and voluntary providers, and users to develop and promote practice that is accessible and responsive to all section of the local community, ensuring that services are targeted to the most vulnerable groups and individuals to support social inclusion.



MAIN DUTIES AND RESPONSIBILITIES:

Leadership

- To support the development of well-functioning skill mix teams by modelling effective team working and communication skills, and by supporting change within the service.
- To be a role model and facilitate excellent working relationships with and among the team, CHS staff and partner agencies.
- To promote an understanding of ongoing changes and developments within the service provision / business plan, identifying gaps in provision of care and the effective management of resources, ensuring CSL is informed as necessary.
- To ensure that staff within the teams are aware of and work within the CHS Trust policies and procedures.
- To line manage and supervise practice of team members directly and indirectly.
- To ensure the maintenance of up to date, accurate records that complies with local and national standards.
- To monitor and promote team work, respect and support colleagues and manage any differences professionally and confidentially.
- To report and manage complaints, errors, concerns and other untoward occurrences in line with policies, procedures and standards.
- To develop and maintain effective and appropriate communication systems with staff and colleagues.
- To arrange the induction and orientation of new staff and instruct all staff in new procedures and policy changes.
- To take every reasonable step to see that the working environment is safe, healthy and hazard free for staff and users, including ensuring that infection control procedures are in place.
- To record work activities in line with local record keeping policies, procedures and standards and maintain effective systems of communication ensuring adequate recording takes place on all aspects of care.
- To promote a continuous learning environment for colleagues and students within the Trust and ensure that all staff have access to information that enables them to practice safely and effectively.
- To participate in audit, research projects and/or innovations following agreed policy and protocol.
- To report all incidents and accidents involving clients and staff.



Clinical Practice

- To undertake clinical practice within the service, that includes attending case conferences and core group meetings, providing child protection supervision.
- To act as a role model and demonstrate expertise in delivering evidence based practice.
- To ensure that service provision is exemplary and any poor practice is identified and action plans implemented.
- To work in accordance with the Department of Health, Nursing and Midwifery Council and trust policies relating to infection control, safeguarding children/adults, standards of record keeping, medicines management, learning disabilities, privacy and dignity and other policies as appropriate to the specialist area.
- Contribute to the creation of an environment in which change can be initiated and supported.
- Be responsive to the changing needs within Croydon localities in relation to local and national policy and guidance.
- To provide leadership and support to ensure that the highest standards of service provision are maintained.
- To work clinically in practice and use evidence based models in the design and implementation of competency and assessment frameworks.
- Develop learning agreements and supervise objective setting to assist clinicians in meeting their learning and clinical requirements.
- Work with team members to provide an environment for reflection, and scenario based learning

Personal and People Development:

- To manage skill mix within the team.
- To keep up to date with clinical, public health and professional developments and be responsible for own professional development, undertaking an annual appraisal and Professional Development Plan with Line Manager
- To work with CSL and team members to provide learning experiences in the working and educational environment for self, colleagues, students and others allocated to the team for clinical placement within and outside the workplace in line with CHS and Nursing and Midwifery Council (NMC) Code of Professional Conduct
- To actively participate in the development and delivery of training / education programmes, reflective/restorative supervision practice and the development of required new skills for staff including National Vocational Qualification pathways
- To attend all statutory and mandatory training and be aware of responsibility in the event of an emergency
- To identify, undertake and develop for self and others new competencies and skills as service needs change and evolve managing risk and ensuring clinical governance.
- To be part of the recruitment and selection of new team members



- To plan and organise delegated work within the team
- To receive and give feedback to team and team leader
- To support the appraisal process for self and others

Quality

- To actively participate in the development and management of CUS Practice standards
- To share results of research to inform own/ and other clinical practice and use evidenced based practice to provide care and challenge any unacceptable practice
- To participate in and co-ordinate reflective practice and clinical/restorative supervision sessions, leading as required
- To recognise, respect and promote different roles within the team
- To undertake, participate and co-ordinate audits/surveys in places of work relevant to practice
- To ensure a working culture committed to innovation and quality improvement
- Support CSL and team to achieve targeted commissioned services

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Equality and Diversity:

- To support and promote equality and diversity in the workplace, challenging and managing the behaviour of others where appropriate within The Code of Requirements



- To ensure individuals are not discriminated against or disadvantaged and are given equal access to care and support in a professional manner, supporting and managing the team to do the same

Learning and development:

- To support team's learning using theoretical and practical evidence based methods consistent with existing legislation and CHS policies and procedures
- To promote an environment conducive to effective learning and to comply with statutory responsibilities and University requirements

GENERAL

- To work in accordance with the Trust's Values to consistently demonstrate the behaviours required.
- The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
- To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
- To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
- To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
- All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection.
- To have control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.



Safeguarding

- All staff must be familiar with and adhere to Croydon Health Service's child/adult safeguarding procedures and guidelines, in conjunction with the multi-agency policies and procedures of the relevant borough's Safeguarding Children Partnership and Safeguarding Adults Board.
- To adhere to the PAN London Child protection Procedures and CHS safeguarding procedures, attending case conferences; other meetings and partnership working as required.
- Staff are required to attend child/adult safeguarding training relevant to their position and required for their role
- To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
 - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
 - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
 - Ensure you are familiar and comply with local protocols and systems for information sharing.
 - Know the appropriate contact numbers and required reporting lines.
 - Participate in required training and supervision.
 - Comply with required professional boundaries and codes of conduct

NOTE:

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

- To work within the relevant Professional Bodies Code of Professional Conduct and Scope of Professional Practice.
- Budget Holders are responsible for adherence to Standing Financial Instructions
- Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
- To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.



Croydon Health Services is a smoke-free Trust

Smoking is not permitted on Trust premises or grounds or in any Croydon Health Services owned vehicle. Staff are not permitted to smoke openly in uniform and staff making home visits will be protected from passive smoking. Taking smoking breaks during paid working hours is not permitted.

You are the difference –Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff “Hello my name is”

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder :Date:

Line Manager:Date



Person Specification

JOB TITLE: Specialist Public Health Practitioner Health Visitor

BAND: 6

DEPARTMENT: Children's Universal Services

DATE: February 2023

HEADINGS		ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS	<p>Educated To Degree or Post Graduate level</p> <p>To hold a Specialist Public Health Practitioner Health Visiting qualification onto the 3rd part of NMC Register</p> <p>To have undertaken Nurse Prescribing or a commitment to undertake Nurse Prescribing training</p> <p>Evidence of continuing professional development</p> <p>To have a mentoring qualification</p>	<p>A</p> <p>A</p> <p>A/I</p> <p>A/I</p>	A
Skills and abilities	<p>Ability to work as part of a team.</p> <p>Ability to Facilitate the development of effective teams</p> <p>Willingness to develop and support management of change</p> <p>Excellent communication skills: IT, written and oral</p> <p>Ability to delegate work appropriately and safely within skill mix team.</p> <p>Ability to set own personal objectives, manage time and priorities own work</p> <p>Ability to manage own caseload under stressful situations meet deadlines</p> <p>Collect and monitor data as required</p> <p>To have the ability to critically appraise research findings and draw out</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>A</p> <p>A</p>



	<p>significance for clinical practice and implement the research findings</p> <p>Ability to work independently and to demonstrate an ability to make decisions</p> <p>To have the ability and capacity to think widely and openly and to analyse complex problems and develop solutions</p> <p>To have the ability to support and challenge traditional views and work practices in a credible and nonthreatening way</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>	
KNOWLEDGE AND UNDERSTANDING	<p>Knowledge of the Healthy Child Programme</p> <p>To have experience of implementing evidence based practice</p> <p>To have experience of developing strategies, clinical guidelines and policies</p> <p>To have Line management experience</p> <p>To have experience of working within a community setting</p> <p>Knowledge of safeguarding process and child protection procedures.</p> <p>Knowledge of Clinical governance and practice.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	A

<p>EXPERIENCE</p>	<p>To be able to demonstrate an understanding of current issues affecting community health services including: Health Services, clinical effectiveness, evidence based care and clinical governance</p> <p>To have evidence of continuing professional development</p> <p>To show knowledge of the principals of Safeguarding Children management</p> <p>To show knowledge of the principles and practice of supervision</p> <p>To be able to understand key elements of change management</p> <p>To demonstrate an awareness of the complex issues involved when working across organisations and disciplines</p> <p>To demonstrate knowledge and experience of reflective practice</p> <p>To have an understanding of NMC Code of Conduct scope of professional Practice</p> <p>To have the ability to effectively use different styles of influencing in a variety of settings</p> <p>To have the ability to present and write information in a clear and precise manner</p> <p>To be able to apply equality of opportunity to all staff</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>A</p> <p>A</p> <p>A</p>
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Other factors / Special circumstances	<p>To have a valid UK driving licence and be a car driver</p> <p>To be able to access a car for work purposes</p> <p>To be able to travel across Croydon and surrounding Boroughs</p>		<p>A</p> <p>A</p> <p>A</p>



