



Job Description & Person Specification

Douglas Macmillan Hospice
Barlaston Road, Stoke-on-Trent, ST3 3NZ

t. 01782 344 300 f. 01782 300 344

Job Title:	Children's Care Support Worker
Responsible to:	Head of Children's Services
Accountable to:	Director of Care

Job Summary:

To work as a member of the Care Team providing physical, emotional and recreational care and support to children/young people with life limiting / life threatening and often complex care needs. To provide a high standard of care to children, young people and families, according to the care plan and following local national policies and procedures.

Duties & Responsibilities:

- To implement, in conjunction with parents / carers, a plan of care to meet the identified needs of the child / young person
- To work as part of a nurse led service caring for children/young people with life limiting illnesses and/or complex health care needs, under the supervision of registered nurses
- To carry out home / school visit as deemed necessary and / or appropriate by the Shift Co-ordinator or Head of Care
- To act as a resource for other members of the multi-disciplinary team, parents and carers
- To undertake agreed projects either individually or as part of a team, using own initiative where necessary
- Contribute to the assessment of children's and young people's health and wellbeing alongside registered nursing staff
- Monitor and evaluate children's/ young people's health and care management alongside registered nursing staff
- Maintain and contribute to professional records, according to policy, ensuring confidentiality at all times
- To supervise new member of the team and support induction and preceptorship programmes
- Contribute to systems and processes, which support safe and effective care delivery
- To report, to the shift coordinator, any concerns surrounding to the care, condition or behaviour of this child or family member
- Ensure effective day-to-day communication in respect of children's and young people's health and care management with parents/carers
- Contribute to the protection of children at risk in accordance with the area child protection procedures
- Observe a personal duty of care when using equipment; be responsible for the safe and effective use of equipment
- To promote the philosophy of the Donna Louise Trust beyond the establishment

Training and Education

- Meet competence requirement identified within the role and participate effectively in the personal development planning process, clinical supervision and reflective practice
- To undertake specific training and competency assessments requirement to meet the needs of children and young people using DLT services
- To attend staff development programmes, training courses and study days as deemed necessary by Head of Care
- To attend compulsory staff meetings

- To take personal responsibility for attendance at mandatory training
- To take personal responsibility for ensuring all competency assessment are completed and reassessed on an annual basis
- To take a personal responsibility for identifying any gaps in knowledge / skills and taking appropriate action to rectify this

Communications and Working Relationships

- The post holder is expected to foster excellent working relationships with all service recipients, staff, visitor and donors. In particular they are expected to deal sensitively with all children, young people and families with whom they come into contact
- To act at all time in professional manner, respecting the need of colleagues and co-operating to maintain a harmonious working environment

Dougie Mac Values:

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

Safety Health Environment (SHE):

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

Quality:

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
 - familiarise themselves with the policies and procedures relevant to their role.
 - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
 - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
 - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
 - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

Person Specification:

	Essential	Desirable
Qualifications & Training* <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> - Relevant NVQ level 2 or equivalent in care - Good general education (Pass in English and Maths at GCSE level or equivalent) 	<i>NVQ3 -Child care qualification</i>
Experience <i>Type and level of job related experience required(expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - Experience of working with children of all ages 0 – 18 years - Experience of working independently without supervision - Experience of working with families 	<ul style="list-style-type: none"> -Experience of working with children with complex / additional needs -Experience of working in health care/education - Experience of working with volunteers
Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - Able to engage with children of all ages and abilities - Effective communication skills, written and verbal - Ability to work independently and as part of team - Ability to set and maintain professional boundaries with children, young people and their families - Ability to recognise stress in oneself and others and to manage effectively - Knowledge of safeguarding 	<ul style="list-style-type: none"> - Ability to relate to children with physical disabilities - Ability to deal with sensitive situations - Knowledge of child development - Ability to undertake clinical skills -
Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	<ul style="list-style-type: none"> - Demonstrate a commitment, desire and motivation towards personal, professional development, including learning new skills - High personal standards and commitment towards care of children, young people and families 	<ul style="list-style-type: none"> - <i>Demonstrate a friendly, caring nature</i> - <i>Demonstrate enthusiasm and dedication to the role</i>
Other Job Requirements <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	Able to work shifts covering a 24 hour period, including nights and weekends Work within the hospice and community	-Full / clean driving licence inc access to a car

***National Qualification Framework**

	National Qualifications Framework
8	Specialist awards
7	Level 7 Diploma (Professional Qualifications)
6	Level 6 Diploma (Professional Qualifications)
5	Level 5 BTEC HND
4	Level 4 Certificate
3	Level 3 Certificate (OND), Level 3 NVQ, A levels
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G
Entry	Entry Level Certificate in Adult Literacy

Framework for Higher Education levels (FHEQ)

Doctoral (D)	- Doctorates
Masters (M)	- Masters degree, post graduate certificates and diplomas
Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
Certificates (C)	- Certificates of higher education.

Are you interested?

To find out more or to apply please visit our website: www.dmhospice.org.uk or contact HR via **Telephone:** 01782 344300 or **Email:** applynow@dmhospice.org.uk for an application pack.

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