

# Job Description



<b>Job Title:</b> Clinical Support Worker/ Trainee Nurse Associates	<b>Service Area:</b> Children's Health 0-19 and HeadStart	
<b>Directorate:</b> CYPS	<b>Post Number:</b> TBC	<b>Evaluation Number:</b> 5425
<b>Grade:</b> Scale 5	<b>Date last updated:</b> February 2020	

## Aim of Role

The Children's Health 0-19 Years and HeadStart services will contribute to the London Borough of Newham (LBN) key priorities set out in the corporate plan for children, young people and families and in accordance United Nations (UN) Convention on the Rights of the Child<sup>1</sup>.

The post holder will be a member of the wider Children's Health and HeadStart Teams.

The post holder will work in conjunction with the Registered Nursing workforce and other skills mix members across the service. He/she will contribute to the assessment of health needs and delivery of appropriate services to meet needs of both the individual and the wider Community within a defined area of the London Borough of Newham.

The post holder will undertake duties as delegated by the Registered Nurse and nursery nurses in the community teams, The Clinical Support workers will support the delivery of the National mandated Healthy Child Programme and the department of Health 15 High Impact areas 2019, The post holder works as part of the LBN public health nursing team, liaising and working with statutory and voluntary agencies to promote the health and wellbeing of the local population as delegated.

The post holder will assist and support the children and young people's public health workforce (0-19) to carry out their duties around health screening, support around a specific health concern including safe guarding, uptake of routine immunisations, including school aged immunisations and the seasonal Nasal Flu programme.

The post holder will be required to undertake the key functions within CHIS Team including liaison with local and national maternity and child health departments to enable smooth exchange of patient identifiable clinical data and information on a daily basis to facilitate clinical service delivery to local children and families living in Newham

The post holder will be involved in data collection and inputting which contributes to identifying local health needs across the 0-19 years health services across the London Borough of Newham

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<sup>1</sup> United Nations Convention on the Rights of the Child (1990)

The post holder will be required to liaise with local and national maternity and child health departments to enable smooth exchange of patient identifiable clinical data and information on a daily basis to facilitate clinical service delivery to local children and families living in Newham. This includes the management of NCMP data flows, vision and hearing screening data, Safeguarding information and data, new school entrants, transfer in and out of clients clinical records/ data and clinical test results in a secure and confidential manner

The post holder reports to the Clinical Team Leaders and is supervised by the Registered nurses/ Nursery Nurses / team coordinators in line with the specific delegated tasks.  
The post holder has no budget responsibility

The post holder will be required to adhere to this dress code of smart but casual

The post holder will be supported to undertake the Trainee Nurse Associates programme as identified within their performance development reviews (PDR)

The Nursing Associate training programme combines and integrates both academic and **work-based learning** through close **collaboration** between employers and education providers. A **trainee Nursing Associate** will be based, as an employee, in a particular organisation, in a specific **setting**, but will experience working in **alternative settings** in order that they gain a wide appreciation of many health and care contexts and are able to fulfil all the requirements of the programme.

At the end of the programme, the trainee Nursing Associate will be equipped with the knowledge, understanding, skills, attitudes and behaviours relevant to employment as a Nursing Associate and will work to a nationally recognised code of conduct.

- a) The training programme emphasises the role that trainee Nursing Associates can play in life-course (pre-conception to end of life) approaches towards health and well-being and the ways in which they actively contribute to the delivery of holistic care. Holistic care, across life-course, is a whole-person approach which considers, and equally values<sup>2</sup>, physical, psychological and public health needs, learning disabilities, social, economic, spiritual and other factors in the assessing, planning and delivery of care.
- b) The overall outcome from the training programme is a Nursing Associate that is fit to practice in the widest range of settings as well as being equipped with the specific knowledge, skills and capabilities required for the context in which they have trained and are employed.

#### The trainee will:

- Deliver high quality, compassionate care under the direction of a Registered Nurse (or other registered care professional dependent on setting) with a focus on promoting health and independence
- Have proficient attitudes and behaviours compatible with NHS Services Values
- Work as part of a designated clinical and care team delivering care that focuses on the direct needs of the individual
- Carry out specific delegated clinical and care tasks and responsibilities to a high standard and competency, under the direction and supervision of a registered nurse or other registered care professionals dependent on setting

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<sup>2</sup> Parity of esteem i.e. valuing mental health equally with physical health and social care and community settings equally with hospitals

- Work with a mentor to take responsibility for developing own clinical competence, leadership and reflective practice skills within the workplace, while on placements and through attending the Nursing Associate Training Programme
- Provide feedback to assist in the evaluation of the Nursing Associate pilot programme
- Develop by the end of the Nursing Associate Training Programme the ability to work without direct supervision, at times delivering care independently in line with the individual's defined plan of care, within the parameters of practice of the Nursing Associate role, accessing clinical and care advice when needed

## **Job Summary**

- To support the Clinical 0-19 years Nursing workforce within a defined caseload of children and families where they will independently deliver both the NCMP hearing and vision screening, as well as provide Tier 1 public health advice within child health clinics, children's centres, schools and other community venues under the support and guidance of the registered nurses and nursery nurse skill mix.
- To participate in the coordination and delivery of the Single point of Access team duty system
- To accompany members of the Health Visiting, Family nurses and school health team as required to facilitate and support the delivery of services within the various health centres, GP practices, schools and community settings.
- To ensure that calls from anxious and distressed patients and carers are dealt with appropriately and referred to the correct clinical staff internally.
- To request and transfer out records, archive and file patient information as appropriate in line with recording keeping policies
- To update patient information on Rio and on Children's health service (0-19) IT database systems, ensuring data quality is monitored and any concerns raised.
- To undertake data entry and retrieve clinical data from appropriate clinical recording systems accurately over a sustained period of time within the team including Antenatal, new birth, new born screening, immunisation data, NCMP, Vision and hearing test results, the transfer in/ out of clinical records and maintain safe and effective communication with North East London CHIS Hub (NEL CHIS HUB) and other child health departments within and external to LBN.
- To provide cover and support to other Clinical Support Workers/ Associate Nurses across the Early Help Neighbourhood catchment areas where necessary.
- To create new birth, screening packs and other resources for dissemination to children and parents/carers.
- To deliver pre-NCMP and hearing and vision sessions for parents/carers of eligible children under the guidance / partnership with the NN.
- To book child health clinics, child development reviews and health screening sessions in health centres, children's centres and school in accordance with the assessment and screening programme timetable.
- To know the standards required when booking and negotiating the space in GP practices, Children's centres and schools to perform the under-fives health reviews, NCMP and screening sessions including completing risk assessments of the allocated spaces.
- To be responsible for the care and maintenance of the screening equipment including safe storage, cleaning and ensuring its availability for calibration.
- To have an understanding of the Infection Control Policy and what the expected standards are for a school screening session and comply with the annual mandatory infection control training.

- To deal with enquiries from health, social care and education partners and parents/carers regarding the development reviews, screening programmes and refer any concerns to the registered nurses and Nursery Nurses.
- To be able to recognise potentially sensitive information and ensure they are delivered to families by the most appropriate member of the 0-19 years nursing service being mindful of its impact on children and families emotional health and wellbeing.
- To be able to identify children whilst screening who may require support with their oral hygiene, nutritional choices, provide tier 1 advice and make the necessary referrals.
- To be able to escalate to the Registered Nurse, Nursery Nurse, or Specialist Clinical Leader and act accordingly if any safeguarding concerns arise from or during a development review /screening session such as identifying potential neglect, physical abuse or disclosure to the named Health Visitor/ Family Nurse /School Nurse
- To bring any concerns detected regarding a child's emotional health and wellbeing during a health assessment or screening session to the attention of the named Health visitor/ Family nurse or School Nurse.
- To attend role specific learning forums contributing to his/ her personal development and competency. To be able to use the digital systems such as Thomson School screener and NHS digital to input data in order to support the clinicians in making sound clinical decisions.
- To be able to accurately document on clients electronic records such as RiO, all client contact and screening outcomes.
- To recognise children with special needs and or learning difficulties who may require additional support to complete the development/ screening assessments or require immediate referral to specialist services and liaise with the registered nurse/ nursery nurse skill mix.
- To fully understand the opt-out consent procedures when offering the NCMP and other screening programmes to parents/carers and the implications this has when screening eligible children.
- To liaise with the named Health Visitors /School nurse regarding any children persistently Not Brought / absent or where there are safeguarding or any other concerns.
- To make every effort to screen all eligible children including identifying where children have moved in or out of the borough during the academic year to ensure equal access to screening programmes and a greater coverage across the borough.
- To follow up any children who 'Was not brought' (did not attend) to their appointments at specialist services to support attendance at subsequent appointments offered and escalate where appointment are routinely not attended to the named school nurse.
- To support with the dissemination, completion and collation of School Entry Health Assessment (SEHA) questionnaires and make screening decisions utilising the information obtained.
- To be able to provide brief Tier 1 advice to parent/carers regarding health issues such as access opticians, healthy eating and sleep with the appropriate training, guidance and assessment of competence.
- To have an understanding of the General Data Protection Regulations and Data Protection Act and the impact this has on the screening programmes and information sharing.
- To maintain the confidentiality of our clients unless otherwise indicated first taking advice from the named school nurse or senior member of the 0-19 Children's Health Service.

## **NCMP**

- To take accurate heights and weights of children in a school and clinic environment.
- To inform all parents/carers of their child's growth measurements via letter and provide additional support if they fall out of the healthy range, through brief interventions and onward referrals to the skill mix within the school health team.
- To have a sound understanding of healthy eating and healthy lifestyles.
- To have a sound knowledge of the NCMP Operational Guidance (PHE, 2018) and adhere to the local Standard Operating Procedures.

## **Vision**

- To raise concerns identified with children's sight using the Thomson Schoolscreener system in addition to being skilled in visually identifying issues such as squints to aid the referral process.
- To be able to identify children who already wear glasses and determine if further intervention is required.
- To have a sound knowledge of the Public Health England Service Specification for the Child Vision screening programme.

## **Hearing**

- To be able to identify concerns with children's hearing using the Thomson Schoolscreener system in order to arrange a second screening session and where necessary make onward referral to the audiology service as supported by clinical guidance.
- To be able to identify children who already have interventions in place to support their hearing/communication and determine if further intervention is required.

## **Specific training available**

- How to have difficult conversations
- Training and support to help develop skills in identifying and working with children and families with Emotional Health and Wellbeing needs
- Excel
- Thomson Schoolscreener
- NHS digital
- RiO
- Annual Growth training
- Complete the LBN screener specific competencies
- Complete the LBN specific support workers competency frame work
- Academic hearing and vision training delivered by specialist services annually
- Initial assessment of vision screening competence by Ophthalmology services, then bi annually thereafter with bi annual clinic observations
- Training on other Public Health initiatives such as healthy eating and sleep where appropriate.

## **Other Duties**

To participate in specific public health and other initiatives as requested.

- To ensure that all equipment used within service delivery is available for calibration annually when required.
- To take and promptly pass on accurate notes and information, exercising independent judgement and discretion when handling, monitoring and filtering calls within data protection, customer care and confidentiality guidelines

- To manage the diary and appointments system and inform clinicians of their appointment arrivals.
- To maintain a standard / electronic filing system, ensuring that the filing of patient's correspondence, questionnaires etc. are kept up to date in line with record keeping policies.
- To book interpreters and translators for clients appointments and monitor confirmation of bookings and action as appropriate.
- To undertake general office duties including: scanning, uploading, photocopying, collating and binding of documents, filing, laminating faxing etc. as required.
- To participate in research as requested. To be responsible for keeping oneself up to date with changes in the NHS/Health and Social Care and practices within one's sphere.
- To keep accurate records on the electronic child health system and maintain accurate RiO diary and use the Early Help template as required.
- To have knowledge and adhere to all current policies and procedures, by the correct use of reports, memoranda and other communication paying particular attention to child protection policies and procedures.
- To submit mileage, special duty and petty cash claims punctually as appropriate.
- Clinical Supervision – To continue professional and personal development and clinical supervision within the organisation and other relevant programmes elsewhere.
- To represent the children and young people service at working groups/meetings as requested by the integrated manager.

## **Effective Communications and Working Relationships**

- 1 To have excellent verbal, written and communication skills
2. To report to the line manager any issues that are of concern relating to health and safety of the building.
3. To have the ability to remain calm and sensitive in difficult and stressful situations
4. To provide administration support to community schools as required across the Early Help Neighbourhood
5. To manage telephone and personal contact from clients, relatives and other staff members as well as external persons with intelligence, foresight, and sensitivity whilst understanding the importance of confidentiality.
6. To take and relay clear message, including handling queries from other professionals and obtaining information to enable these to be dealt with as effectively and speedily as possible.
7. To deal sensitively with service users or their carers/relatives who may be distressed.
8. To exercise judgment when dealing with inquiries and resolve patient problems by providing information and advice regarding appointments or the service as appropriate, or by passing on to the appropriate team member
9. To work in close collaboration with multi agency teams including the GPs, teachers, school support staff, Health Visitors, Family Nurses to ensure safe transfer of records at key transitional points (reception)

10. To undertake professional and personal development as agreed with line manager and participate in regular supervision and appraisal.

11. To attend appropriate IT and administrative training courses.

#### **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

#### **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

# Personal Specification



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## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA- Essential	Desirable	METHOD OF ASSESSMENT
<b>KNOWLEDGE:</b>  An understanding of child development and expected milestones.  To have an understanding of the Healthy Child Programme.  Knowledge of when to seek advice and refer to a registered care professional	Knowledge of the NCMP and the hearing and vision screening programme.	Application and Interview   Application and Interview
<b>EDUCATION/QUALIFICATIONS</b>  Minimum NVQ Level 2/3 or equivalent  Maths and English GCSE C or equivalent Foundation skills  Childhood Studies Level 2 Evidence of continuous professional development  Ability to study at Level 5 Diploma of Higher Education Level and commit to	BTEC in Health and Social Care Level 2, BTEC in Early Years Workforce Level 3, BTEC in Early Years	Application and Interview



<p>completing the Foundation Degree programme</p> <p>ECDL and/or advanced keyboard skills</p> <p>This post is subject to a [enhanced] DBS check.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>		
<p><b>SKILLS AND ABILITIES:</b></p> <p>Excellent communication skills, written and verbal</p> <p>Ability to communicate with members of the public and health and social care providers</p> <p>Ability to work on own initiative and organise own workload while at the same time adhering to the quality and work standards required by the service</p> <p>Ability to work effectively as a team player under appropriate supervision, and as part of a multi-disciplinary team</p> <p>Ability to deal with non-routine and unpredictable nature of the workload and individual patient contact</p> <p>Ability to critically examine own working practice and to contribute to the process of continual development of the school screening programme</p> <p>Ability to take part in reflective practice and clinical supervision activities</p> <p>Ability to move between sites working across health and social care as required by the needs of the service and development programme</p> <p>Ability to use IT and common software packages e.g. Word, Outlook, Excel and PowerPoint</p> <p>Ability to negotiate and navigate in a</p>	<p>Willingness to update in the use ICT packages and other software packages e.g. Word, Outlook, Excel and PowerPoint, NHS digital, Thomson Schoolscreener</p> <p>Ability to motivate others to act.</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

multidisciplinary team.		
<b>EXPERIENCE:</b>  Minimum of 1 Year experience working with children in an education or health setting Experience of contributing to team working  Evidence of recent work-based learning or self-directed learning	Understanding of evidence based practice  Completion of an Health Care Assistant development programme  Understanding of basic physiology, e.g. normal vital signs, fluid balance, nutritional requirements etc.	Application and interview  Application and interview
<b>PERSONAL STYLE AND BEHAVIOUR:</b>  Ability to be professional, emotionally intelligent and able to communicate effectively in diverse situations.  Ability to put the 6 Cs into practice  The six Cs - care, compassion, competence, communication, courage and commitment.	Understanding of the importance of the promotion of health and wellbeing (Making Every Contact Count	Application Form/Interview/Test  Application Form/Interview/Test  Application Form/Interview/Test
<b>OTHER SPECIAL REQUIREMENTS:</b>  Willingness and ability to work occasional evenings and weekends to maintain service delivery.  Some of the duties undertaken by this post [may/will] require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.  This post is subject to an enhanced DBS check.  The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local		Application Form/Interview  Application Form/Interview/Test  Satisfactory clearance at conditional offer stage  Application Form

<p>government employees. This post may be considered politically restricted in accordance with the provisions of the above Act. Should this be the case you will be notified and your contract of employment amended</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>		
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