

Job Description



Job Title: Sessional Junior Project Support worker	Service Area: Children's Health 0-19 Service	
Directorate: CYPs	Post Number: TBC Fusion	Evaluation Number: 6759
Grade: Scale 5	Date last updated: May 2023	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

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.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The Children's Health 0-19 Service 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 Child¹.

The post holder will be a member of the wider Children's Health 0-19 Service.

The post holder reports to Children's Health Project Officer.

¹ United Nations Convention on the Rights of the Child (1990)

The post holder will be responsible for supporting the Senior Management team with the strategic and operational programmes to deliver the public health priorities and key objectives for the service

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, Nursery nurses in the community teams, the Health Project Officer and other members of the wider team. The Junior Project Support Worker, will support the delivery of the National mandated Healthy Child Programme. The post holder will work 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 safeguarding, uptake of routine immunisations, including school aged immunisations, the seasonal Nasal Flu programme and research projects and community programmes.

The post holder will be required to undertake the key functions within the Single Point of Access (SPOA)/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 Children's Health 0-19 services across the London Borough of Newham.

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 has no budget responsibility

The post holder will be required to adhere to this dress code, conduct policy and information governance requirements

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The post holder has no budget responsibility

The post holder will be required to adhere to this dress code, conduct policy and information governance requirements.

Job Summary

- To support the Nursing workforce within a defined caseload of children and families to 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.
- The post holder will assist the Children's Health Project Officer with project tasks/support as required, ranging across the Children's Health 0-19 service, including preparation and attendance any relevant project/programme boards.
- 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 0-19 Service 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 Project Support Administrator/ 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 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 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 client's electronic records such as RiO, all client contact and screening outcomes.
- To 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 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.

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 and 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, 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.
- To represent the service at working groups/meetings as requested by the manager
- Ability to work on own initiative and to liaise effectively with a broad range of internal and external agencies and professionals to maintain client confidentiality

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 as required across the service
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.

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.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	Desirable	METHOD OF ASSESSMENT
KNOWLEDGE: 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

<p>EDUCATION/QUALIFICATIONS</p> <p>Minimum NVQ Level 2/3 or equivalent</p> <p>Maths and English GCSE C or equivalent Foundation skills</p> <p>ECDL and/or advanced keyboard skills</p>	<p>BTEC in Health and Social Care Level 2, BTEC in Early Years Workforce Level 3, BTEC in Early Years</p> <p>Childhood Studies Level 2 Evidence of continuous professional development</p> <p>Ability to study at Level 5 Diploma of Higher Education Level and commit to completing the Foundation Degree programme</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</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>Willingness to update in the use ICT packages and other software packages e.g. Word, Outlook, Excel and PowerPoint, NHS digital, Thomson School screener</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> <p>Application and Interview</p> <p>Application and Interview</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 multidisciplinary team.</p>		<p>Application and Interview</p> <p>Application and Interview</p>
<p>EXPERIENCE:</p> <p>Minimum of 1 Year experience working with children in an education or health setting</p> <p>Experience of contributing to team working</p> <p>Evidence of recent work-based learning or self-directed learning</p>	<p>Understanding of evidence based practice</p> <p>Completion of an Health Care Assistant development programme</p> <p>Understanding of basic physiology, e.g. normal vital signs, fluid balance, nutritional requirements etc.</p>	<p>Application and interview</p> <p>Application and interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to be professional, emotionally intelligent and able to communicate effectively in diverse situations.</p> <p>Ability to put the 6 Cs into practice</p> <p>The six Cs - care, compassion, competence, communication, courage and commitment.</p>	<p>Understanding of the importance of the promotion of health and wellbeing (Making Every Contact Count</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>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.</p> <p>This post is subject to an enhanced DBS check.</p>		<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p>

<p>The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local 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>		Application Form
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