



JOB TITLE: Care assistant (NVQ level 2/3 in Health and Social Care and/or experience working clinically in a paediatric healthcare setting)

RESPONSIBLE TO: Head of Care

LOCATION: Zoe's Place Baby Hospice

JOB SUMMARY

Zoe's Place Baby Hospice provides 24 hour respite, palliative and end of life care for babies and children up to the age of five years with life-limiting and life threatening complex needs. We require Support Workers to work as part of a team to support Registered Nurses and Nursery Nurses in providing specialised respite and palliative care. The post holder will ensure that all care and interactions are of the highest standards. Following robust competency assessments, the post holder will carry out clinical care, and provide holistic individualised care and support to children and their families.

SERVICE DELIVERY

Ensure that all aspects of the role specification are met and that the service provided is culturally sensitive and appropriate for all sections of the communities we serve.

MAIN RESPONSIBILITIES

1. To work as an integral member of the team, undertaking tasks delegated by a Registered Nurse. In the absence of the parent/carer, to assume responsibility for the emotional and physical care of a child with the direction and support of a Registered Nurse. To act as an advocate for a child and their family, supporting their decisions and choices.
2. To undertake, assist or supervise individual children, in relation to feeding dressing and toileting, with due regard to the child's individual medical and developmental needs.
3. Under the guidance of and with the support of a Registered Nurse, to complete clinical competencies to enable clinical care to be carried out independently.
4. To ensure the maintenance of accurate and timely record keeping. All documented tasks to be countersigned by a Registered Nurse.

5. Led by a Registered Nurse, to be involved in the assessment, planning, implementation and evaluation of the care of the children in partnership with the families and the community team.
6. To ensure that all children are given the time and assistance they need in undertaking any activity or intervention whilst encouraging and praising independent skills whenever possible.
7. To ensure that individual children's care plans are followed to the highest standards.
8. To adhere to Zoe's Place Trust policies and procedures, guidelines and standards at all times and to promote these to others.
9. Recognise and feedback any changes in child's condition and where required take appropriate action to support care and treatment under the direction of a Registered Nurse.
10. Adopt the role of link worker as required by Zoe's Place Baby Hospice.
11. Take advantage of training opportunities to further develop your skills to enhance your role within Zoe's Place including all mandatory training sessions.
12. Attend and participate in an annual appraisal and regular reviews of performance and objectives, identifying gaps in knowledge/skills and developing a plan to enhance service and self development.
13. To encourage and promote the philosophy of Zoe's Place and present a good public image, to co-operate with all staff in maintaining good relationships with outside agencies in order to uphold the charity's image and to win increased support for its work.
14. To ensure effective communication with Zoe's Place staff, members of the MDT, children and their families and to refer questions to appropriate personnel and communicate answers.
15. To attend staff meetings and participate in other meetings as appropriate.
16. To report any incidents and accidents to the nurse in charge in a timely manner and ensure that they are recorded in the appropriate documentation.
17. To manage clinical duties and resources effectively to ensure the smooth running of the service.
18. Promote and maintain dignity, privacy and confidentiality at all times.
19. Under direction and supervision of a Registered Nurse, to participate in the preparation of a child and family for loss and bereavement and to care for a child and family after death.
20. To conduct yourself at all times in a professional manner in both appearance and conduct.
21. To work flexibly to meet the needs of the service and the team.

22. To be aware of, and responsive to, the changing nature of the Trust and adopt a flexible and pro-active approach to work.
23. To promote the speciality of palliative care and evidence based practices and develop the service within the sphere of responsibility.
24. To participate in regular supervision with line manager and any staff for whom you have responsibility.

This job description is not an exclusive description of the role and will develop and change to meet the evolving needs of the service.

PERSON SPECIFICATION: SUPPORT WORKER

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • NVQ Level 2/3 in Health and Social Care and/or clinical experience working in a paediatric healthcare setting. 	
Experience/ Knowledge	<ul style="list-style-type: none"> • Experience working with children • Insight into caring for sick children with learning, physical and/or sensory needs • Able to maintain professional boundaries • Willingness to continue with professional development and to transfer own skills and experience into palliative care • Excellent use of the English language demonstrated through effective written and verbal communication • Able to demonstrate self awareness and well developed coping strategies • Awareness of impact of loss and disability on children and their families 	<ul style="list-style-type: none"> • Experience of paediatric palliative care and/or complex care. • Experience working for a voluntary organisation • Experience of supporting families who have experienced loss or bereavement • Evidence of understanding the work of a baby/ children's hospice • Experience of working with children with complex care needs • Awareness of ethical dilemmas faced in children's palliative care
Skills and Attributes	<ul style="list-style-type: none"> • Good interpersonal skills • Ability to provide holistic care • Flexible and able to use your own initiative • Ability to follow protocols and procedures • Ability to take instructions • Ability to work as part of an expanding team • Ability to work shifts including 	<ul style="list-style-type: none"> • Ability to facilitate the development of others • Counselling skills • Clinical competence

	<p>nights and weekends</p> <ul style="list-style-type: none">• Commitment to equal opportunities• Ability and willingness to work towards full competence in clinical skills• Able to reflect on difficult situations and to gain support and learn from these.• Awareness of the skills, interactions and models that underpin effective communication with children who have life limiting/life threatening conditions and their families	
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