

# Job Description

<b>Job title</b>	Paediatric Diabetes Healthcare Support Worker
<b>Grade</b>	Band 3
<b>Reports to</b>	Band 7 PDSN
<b>Accountable to</b>	Divisional Head of Nursing
<b>Directorate</b>	Family Services & Surgical Division
<b>Department</b>	Paediatric Diabetes

*This job description is not exhaustive and will be reviewed annually.*

## Dimensions

The Paediatric Diabetes Team is a small MDT team who provide high standards of care for approximately 100 Children and Young People (CYP) with diabetes. The team are based within the Children's Centre of Dorset County Hospital, the team have inpatient ward, paediatric assessment unit and medical team, providing experience and leadership in all aspects of paediatric diabetes nursing care across the paediatric workforce.

The post holder will support the PDSN's to provide specialist diabetes nursing care, working across inpatient, outpatient and the community setting throughout the West Dorset locality.

## Job Purpose

**To support the MDT in the efficient and smooth running of the Paediatric Diabetes Clinics.**

- Preparing for clinics; ensuring all equipment is in good working order and ready for use; taking any relevant educational material; to set up ahead of clinic to ensure a prompt start.
- To perform height, weight, BP and HbA1c blood test for each child attending clinic using Point of Care testing equipment.
- To download blood glucose meters, sensor glucose meters and insulin pumps using the appropriate downloading platforms and software.
- To be responsible for taking annual review bloods when they are due at patients' clinic appointments involving the play specialists if necessary.
- To provide cover in the transition clinics if required.

**Under direction, to undertake additional duties including examples as follows:**

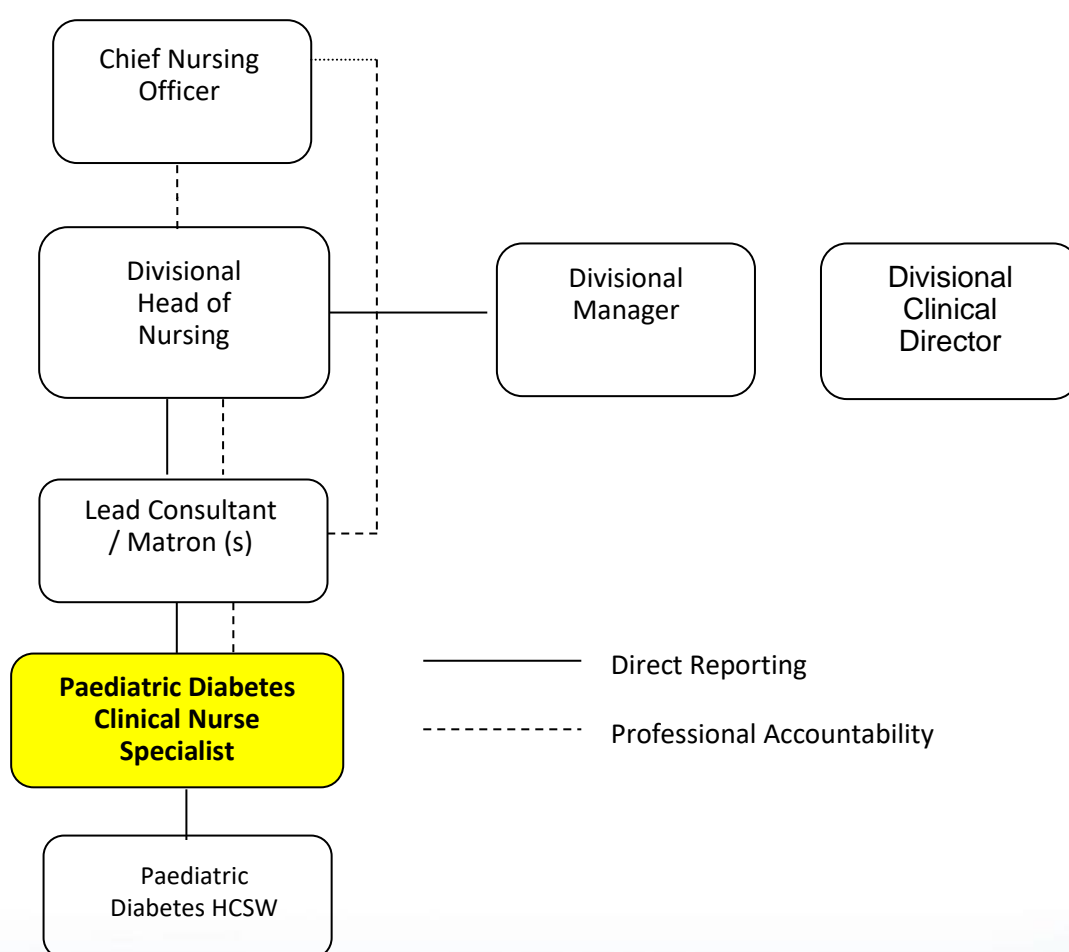
- To be competent to do blood glucose and blood ketone checks.
- To assist in preparation of equipment and paperwork for training purposes.
- To provide educational material to patients as requested by the MDT.
- To maintain quality control, calibration and stock of diabetes equipment.
- To maintain adequate stock of new patient equipment and paperwork.
- Ensure concerns raised by patients and their families are reported to PDSN to ensure they are dealt with in an open, honest and transparent way, quickly and effectively, in line with trust policies, procedures and Duty of Candour legislation.
- Participate in the planning and delivery of educational and social events for CYP.
- Provide advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

- Undertake general clerical duties that may be associated with the smooth running of the department. Upkeep of notice and information boards.
- Update computer information system ensuring accurate patient information is recorded.
- Demonstrates good housekeeping techniques and correct disposal of sharps, reporting hazards, takes positive action to reduce any risks within own capability. Assist in the cleaning and maintenance of department areas, clinical equipment. Reporting faults, breakages or missing items.
- Identify report and take appropriate actions as per level of competence for any untoward incident/accident, problem and risk as soon as possible to the Lead PDSN.
- Be a supportive role model and contribute to the team as an active team member always demonstrating a flexible and co-operative approach.
- Participate with all team members in maintaining and monitoring standards and assisting with audits. Help to identify potential improvements within the environment.
- The post requires physical skills which are normally obtained through practice over a period of time during practical training eg keyboard skills, use of some tools or types of equipment.

### **Communication and Working Relations**

- Recognise and maintain confidentiality of information in all communication including on-line media relating to CYP and their records.
- Providing and receiving information which requires tact or persuasive skills where there are barriers to understanding.
- Demonstrate, clear, concise verbal and written information with counter signatories on patient records, when communicating with CYP and their families as well as other members of the MDT and in answering questions within the sphere of one's own knowledge. Report changes in patient's condition to the PDSN on duty.
- Be a positive role model when contributing to the ongoing support of CYP and their families enabling them to maintain their interest, identity and emotional well-being. Adapts to individual situation and modifies communication appropriately.
- Presents a positive image and demonstrates good customer service, equality, respect, tolerance and sensitivity when dealing with CYP, their families and other visitors to the services.
- Deal directly with queries from CYP, their families and other health care professionals and refer to appropriate diabetes team member where necessary.
- Answers the telephone in a clear, friendly, helpful and professional manner. Takes messages accurately and refers to a PDSN as necessary.
- Demonstrates a caring approach to CYP and their families. Have good verbal and non-verbal communication skills.

## Organisation Chart





### Ensuring Safe and Effective Practice

- Manage own time effectively and perform allocated tasks within a reasonable time frame, knowing when to seek support, assistance and advice from other team members and acknowledge own limitations.
- To attend team and regional network meeting.
- Be self- motivated and seek ways to flexibly extend own knowledge and skills. Articulates own strengths and weaknesses, actively seeks feedback. Maintains own personal development plan, prepares for own appraisal.
- With assistance identify own training needs and limitations and actively undertake relevant and mandatory training.
- To attend conferences and participate in workshops to further own knowledge.

### Improving the Patient Experience

- Establish and maintain appropriate relationships based on mutual respect, communicating on a regular basis with CYP and their families in the provision of care and services. This may include needing to overcome communication barriers with CYP and families displaying emotional crisis, vulnerability, verbal/physical aggression, learning difficulties, developmental barriers and language barriers.
- Facilitate CYP independence.
- Promote a caring, compassionate and empathetic culture that recognises the needs of CYP, family, carers and staff.
- Act as an advocate for CYP at all times.
- Recognise, understand and act on the signs of a CYP or families vulnerability reporting to PDSN and involve safeguarding professionals as required.
- Maintain a culture of person-centred care, where equality and diversity issues are respected.

### Promoting Evidence-based Practice

- Comply with Trust Infection Prevention and Control Policies to prevent harm to patients, carers and staff.
- Assist in the use of audit to measure and improve the standards of care and display the results publicly on the wards/departments.
- Assistance in the implementation and monitoring of local policies, procedures and protocols.



### **Promoting a Safe and Healthy Environment**

- Maintain a safe and clean environment for staff and patients by ensuring compliance with relevant legislation, policies and protocols, including health and safety, infection control standards and risk reporting.

### **Contributing to the Delivery of Organisational Objectives**

- Ensure that organisational goals are reflected in own personal objectives.
- Contribute to the successful overall performance of the Trust.
- Manage own time to achieve results and develop and maintain effective working relationships with others.
- Work with sensitivity and an understanding of the issues facing those working to deliver health services to the local and UK population.
- Comply with the Corporate Governance structure, in keeping with the principles and standards set out by the Trust.
- As a role model to other members of staff, follow consistently high standards of infection control practice, especially with reference to hand decontamination and adherence to the Trust dress code.
- Observe and promote the Trust's policies and procedures, including those in respect of conduct, health and safety, and equality of opportunity.
- Respect the confidentiality of all matters they may learn relating to their employment and other members of staff.
- Respect the requirements of the Data Protection Act 1998.

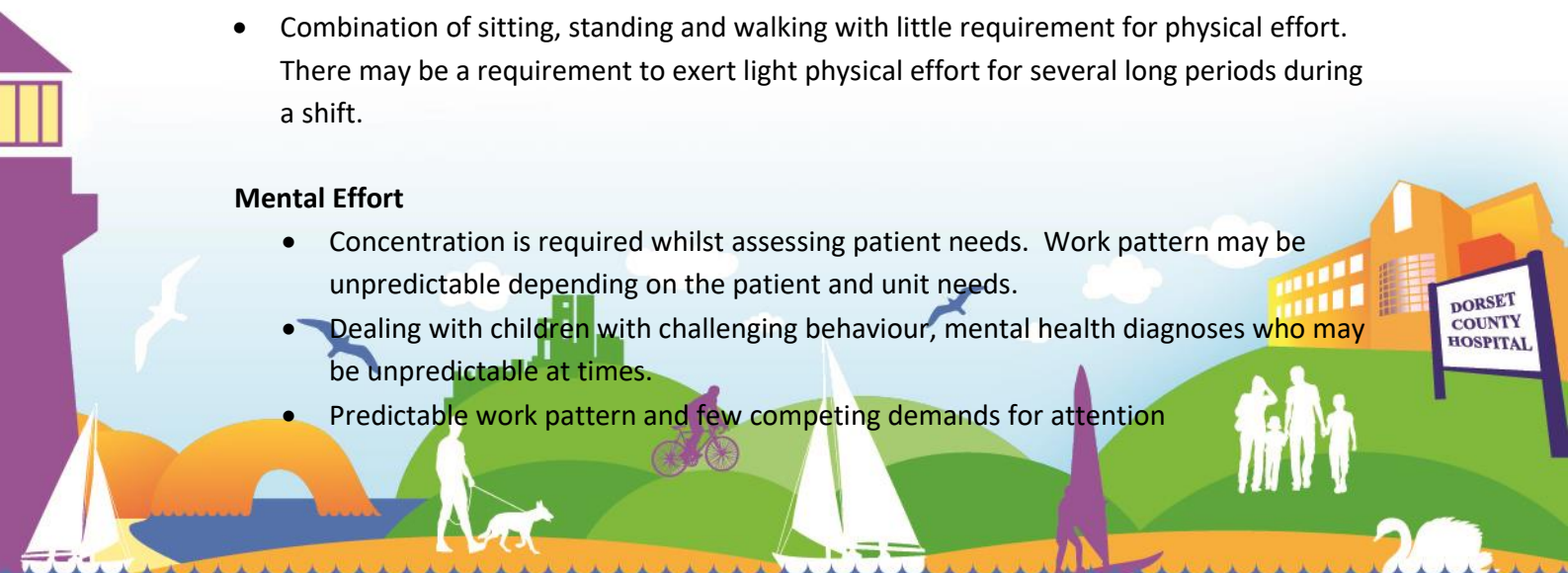
### **Environment & Effort**

#### **Physical Effort**

- Combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for several long periods during a shift.

#### **Mental Effort**

- Concentration is required whilst assessing patient needs. Work pattern may be unpredictable depending on the patient and unit needs.
- Dealing with children with challenging behaviour, mental health diagnoses who may be unpredictable at times.
- Predictable work pattern and few competing demands for attention



### Emotional Effort

- May experience distressing and emotional circumstances which includes: Supporting distressed CYP and families, including dealing with; child protection, behaviour, disability, mental health and potential anger or aggression.

### Working Conditions

- The post holder may be exposed to some unpleasant working conditions in the course of their work which may include: Unavoidable exposure to face-to-face physical aggression, when dealing with CYP, families or other service users. Working in a busy service which can be stressful at times.

### Freedom to Act

- The post holder is to be guided by standard operating procedures, good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a random/sample basis

### Disclaimer

This job description does not purport to cover all aspects of the post holder's duties, but is intended to be indicative of the main areas of responsibility.

### **OCCUPATIONAL HEALTH HAZARD EXPOSURE ASSOCIATED TO THE POST**

(Please tick as appropriate)

Patient contact	x	Lone working	X	Working in isolation	X
Passenger / Client Transport		Exposure prone procedures		Patient Handling	X
Strenuous Physical Activity		DSE user (defined in DSERegs)	X	Confined Spaces	
Night working		Food Handling / Preparation		Working at heights	
Working with vibratory tools		Noisy Environment Working		Safety Critical Work	
Working with respiratory irritants (including latex)			Please specify Gloves		
Working with substances hazardous to health			Please specify COSHH		
Other			Please specify		

### Health & Safety

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the Trust's health and safety policies and to report any accidents/incidents.

### **Equal Opportunities**

Dorset County Hospital NHS Foundation Trust is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Trust.

### **Confidentiality**

Confidential and personal information related to staff, patients and Dorset County Hospital NHS Foundation Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties.

### **Agreement**

#### **Post Holder**

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

#### **Line Manager**

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Annual Review Date: December 2024**





## PERSON SPECIFICATION

POST: **Band 3 Paediatric Diabetes Healthcare Support Worker**

### **Qualifications and Experience** **Essential**

- Grade A-C in English
- Willingness and ability to undertake training when in post
- Good interpersonal skills

### **Desirable**

- Previous experience in a care setting
- NVQ Level 2 or 3

### **Skills and Knowledge** **Essential**

- Experience of working with Children and Young People
- IT literate
- Understands the need for strict confidentiality
- Able to undertake basic procedures as delegated by and under the direction of the PDSN's
- Effective oral and written communication skills
- Competence or willingness to undertake venepuncture
- Flexible approach to work and ability to prioritise own workload
- Able to work under own initiative within boundaries of role
- Able to work as part of a team
- Has an understanding of children's safeguarding

### **Desirable**

- Experience of working with Children and Young People with acute or chronic health needs.
- Experience of working as part of a multidisciplinary team.

### **Values**

#### **Essential**

- Values and respects everyone as an individual
- Motivated to be genuinely kind and caring
- Willing to learn and open to change
- Maintains a professional appearance, taking pride in the role and place of work

### **Analytical and Judgmental**

- Ability to make judgments involving a range of facts or situations, some of which require analysis.

**Must have the ability to travel across the geographical caseload area**



**Outstanding Care, Outstanding Careers**