



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

## JOB DETAILS:

Job Title	Community Support Nurse
Pay Band	5
Hours of Work and Nature of Contract	37.5 Full-time Permanent
Division/Directorate	Family and Therapies
Department	Health Visiting
Base	To be completed on recruitment

## ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Senior Nurse
Reports to: Name Line Manager	Specialist Community Public Health Nursing (SCPHN)
Professionally Responsible to:	Head of Service

## OUR VALUES:

**Ein GWERTHOEDD yw...**

Pobl yn gyntaf

Cyfrifoldeb personol

Angerdd am welliant

Balchder yn yr hyn a wnaem

**Our VALUES are...**

People first

Personal responsibility

Passion for improvement

Pride in what we do

Am fwy o wybodaeth ffoniwch 01633 623801

For more information please contact the Organisational Development Team on 01633 623801

**Job Summary/Job Purpose:**

The post holder will be a registered Nurse and work with the wider health and multi-agency skill mix team to deliver services to Children and Young People. They will assist in delivering the Healthy Child Wales Programme (HCWP) as delegated and supervised by the SCPHN. They will work collaboratively and in partnership with other disciplines and agencies to improve the health and wellbeing of individuals, families and communities. The Registered Nurse will be eligible to apply for the SCPHN programme and on completion may apply for SCPHN posts as they become available.

**DUTIES/RESPONSIBILITIES:****COMMUNICATION**

- To provide effective liaison/communication with other disciplines and agencies.
- Maintain contemporaneous child health community records to the required standard. Ensure that all documentation is accurate, clearly written, dated and timed, legible and written in accordance with professional guidelines and best practice (including electronic records).
- Participate in team meetings and contribute to team planning to meet service targets and objectives, contributing to service improvement.
- Provide /contribute to safeguarding reports for case conferences and core groups as required.
- Ability to negotiate with parents/carers regarding fulfilling the health and well-being needs of their child.
- Communicate effectively with education, social care and primary care staff.
- Engage in clinical supervision within allocated protected time.
- Provide and receive complex or sensitive information with children and families in homes and group settings e.g. safeguarding, supporting mothers with post-natal depression, baby massage and school drop-in session for children and young people. This will require tact or persuasive skills.
- To work with/care for children, young people and families and report any concerns or issues to the SCPHN.
- To signpost the public towards other sources of support and advice regarding their emotional and physical wellbeing and the prevention of ill/health.
- Share information in accordance with procedure/policy to identify and reduce risk.

- To answer the telephone, record messages accurately and ensure the information is received by the appropriate staff.
- To consult with patients/relatives/carers to obtain their views regarding consumer satisfaction as directed by the SCPHN.
- Respond appropriately to parents, children and young people's queries, this may include frequently dealing with anxious and distressed children/young people, parents/carers either face to face or by telephone.
- Complete and return statistical information as required and maintain / update electronic data systems as appropriate. Assist the team in community and caseload profiling.
- Where appropriate act as the individual's advocate, clearly presenting their opinions to others.
- Initiating and undertaking appointments/contacts and supporting the child development and immunisation programmes, including the administration of immunisations.
- Listens to any concerns from members of the public, follow the concerns procedure and report to the SCPHN.

## **RESPONSIBILITY FOR PATIENT/CLIENT CARE**

### **The post holder will:-**

- Be responsible for a caseload delegated by the SCPHN, delivering components of the Universal Healthy Child Wales Programme either in the home, school, or clinic setting. This will involve assessing, planning, implementing and evaluating client care and providing advice.
- Plan, organise and participate in activities for children, young people and families e.g. clinics, health education groups, screening, home visits and drop-in sessions.
- Undertake home visits to children and young people as delegated by the SCPHN and participate in the assessment of care needs and implement a planned programme of care. To carry out ongoing assessments of needs and report progress / changes to the SCPHN.
- Participate in the immunisation programmes in line with the Department of Health Childhood Immunisation Programme.
- Complete and participate in developmental reviews of children and young people as delegated by the SCPHN and in accordance with the Healthy Child Wales Programme.
- Offer evidence-based information and advice to parents on the management of minor ailments and illnesses.
- Offer age appropriate advice and guidance on child related behaviour as appropriate i.e. nutrition, sleep and breast feeding.
- Monitor the suitability and safety of equipment used in clinic/group settings. Complete risk assessment of the environment.

- Complete referrals to other professionals and agencies, ensuring informed consent is obtained.
- Follow-up parents / children / young people who default appointments, in accordance with local policy.
- Provide advice and information on key public health messages to children and young people/parents/carers.
- Give advice on issues of safety and accident prevention in the home and the local community.
- Facilitate a range of group and individual work, e.g. Baby Massage, Sexual health, Drop-in, Parenting, and Young/Teenage Parents and health promotion programmes as delegated.
- Introduce families to the range of local support that is available to them i.e. Family Centres, Community Schemes, playgroups, Mother & Toddler Groups. Support the introduction and integration of the family into these groups.
- Create and distribute information on community resources and facilities for children, young people and families e.g. mother and toddler/playgroups/after school and youth clubs.
- Offer support to families and children with additional learning needs, developmental delay and disabilities, under the direction of the Specialist Nurse.

## **EFFORT & ENVIRONMENT FACTORS**

- **Physical Skills**

Required to undertake assessments such as height and weight measures of babies, children & young people using approved equipment. Demonstrate baby massage and care of the infant and child e.g. bathing, play activities to promote development and immunise children. Promote physical activities in Children and Young People.

- **Physical Effort**

The post holder will be required to exert occasional/frequent moderate physical effort, for short periods including bending, stooping, kneeling, lifting babies and small children and sitting at a desk e.g. during clinical settings, screening and immunisation sessions, escorting children to and from classrooms, utilising IT equipment, frequently getting in and out of cars.

- **Mental Effort**

There is a frequent requirement for concentration e.g. delivering and updating care plans, reporting back to the lead case holder, making appointments, filing, driving. Occasional exposure to children, young people and adults with identified safeguarding issues. This includes dealing with individuals with unpredictable behaviour associated with behavioural, mental and emotional health.

Work pattern can be unpredictable.

Concentrates in providing clinical care e.g. checking & administration of immunisations, screening, developmental checks.

Contribute to supervising skill mix team under the direction of the SCPHN.

Ability to access and work with all organisation IT systems including the child health computer system.

- **Emotional effort**

The post holder will experience occasional exposure to highly distressing or frequent exposure to distressing emotional circumstances, this may include caring for upset children pre and post immunisation or working with children, young people and families where there are safeguarding issues and individuals who display challenging behaviour.

- **Working Conditions**

The post holder will be frequently and unavoidably exposed to highly unpleasant working conditions e.g. contact with body fluids.

## **ORGANISATIONAL, ANALYTICAL AND JUDGEMENTAL SKILLS (SERVICE DELIVERY)**

- Work with the SCPHN to reflect on and analyse information gathered through contacts with families and undertaking any assessments to make informed decisions and professional judgements. This will be recorded in the relevant documentation and when writing reports.
- To manage and lead staff effectively and delegate work to others appropriately in accordance with the All Wales Guidelines For Delegation. This will include mentoring Student nurses/support staff.
- Participate in the teaching and assessing of staff, children, young people, parents and carers.
- Work with the SCPHN to analyse families with complex needs which will inform referrals to other professionals and/or the instigation of safeguarding procedures.
- Participate in a multi-agency meetings including safeguarding, analyse information presented and contribute to decision making.
- Participate and contribute to project development as directed by the SCPHN.
- Recognise ethical and legal issues and take appropriate action.
- Participate in the audit of records and gathering of audit information. Participate and undertake activity in relation to research and development activities.
- Recognise situation that may be detrimental to the health and well-being of the individual, report to the SCPHN and refer to the relevant agency as directed.
- Work with other partner organisations in appraising and developing strategies and services that improve health and well-being of the targeted population.
- To ensure the effective use of all resources, materials and equipment in the clinic, school or community settings, paying particular attention to the safety and well-being of Children and Young People.
- To evaluate health promotion activities in the community working with other disciplines and agencies.
- To participate in reflective practice as part of ongoing personal and professional development
- Contribute new ideas to improve the child and young person's journey by utilising relevant evidence

based approaches e.g. behaviour management, motivational interviewing etc.

- Use initiative when acting on information from children, young people, parents and carers and be able to respond appropriately e.g. safeguarding disclosures.
- Adheres to the NMC Code.

## **PLANNING & ORGANISATIONAL SKILLS**

- Manage own time effectively to include planning of workload in collaboration with other team members. Identify competing priorities and discuss with the SCPHN to agree priority order.
- Plan, organise and prioritise own workload on a daily and monthly basis. Identify competing priorities and discuss with the SCPHN to agree priority order
- Contribute to service planning and evaluation and assist in setting project targets.
- Update all health education displays and assist the team with health promotion activities.
- Provide support to the SCPHN services across the Health Board area.
- Work effectively within the team, assisting with scheduling/cancelling/rearranging appointments.
- Report any adverse incidents in the most appropriate way following the relevant Local and National Policies.
- Keep an accurate diary.
- Ensuring that completed consent, screening, and data collection forms are returned to the Child Health Department for data entry.

## **PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	First level registered nurse	RN Childrens Nursing	Application form
<b>Experience</b>	Evidence of ongoing education & professional development. Maintenance of professional Development.	Paediatric Experience. Supervision of staff Implementation of new ideas/practices. Experience of Assessing & learning and mentoring Student nurses.	Application form and interview Professional portfolio
<b>Aptitude and Abilities</b>	Aware of current research. Time management skills. Assertive. Self motivator. Conflict resolution. Problem solving skills. Knowledge of Safeguarding & consent. Ability to communicate effectively. Ability to recognise strengths and weaknesses.	Ability to speak or understand the Welsh Language. Desire and motivation to apply for the SCPHN course. Paediatric clinical knowledge. Ability to delegate Ability to maintain standards Ability to teach others Ability to work effectively in a team.	Professional portfolio Application
<b>Values</b>	A high level of interpersonal and communication skills. Demonstrates a committed and caring attitude	Able to work in a multi-disciplinary/multi agency team.	Application Form Interview References
<b>Other</b>	Ability to travel within geographical area.  Able to work hours flexibly		Application form and interview

## **GENERAL REQUIREMENTS**

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration, including Revalidation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Legislation (1998 & 2018):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of



confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the organisation to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The organisation is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the organisation Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have direct contact with patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhance Disclosure Check as part of the organisation pre-employment check procedure. .
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Organisation Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Organisation sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

## Organisational Chart



