



Children's Hospices Across Scotland

## JOB DESCRIPTION – SENIOR NURSING SUPPORT WORKER

### Job Details

Job Title – **Senior Nursing Support Worker**  
Responsible to – **Senior Staff Nurse**  
Job Family – **Care**

Location – **Rachel House or Robin House or CHAS at Home**  
Salary – **Clinical Band 4, Point 8 to 10**

### Job Purpose

Working within the culture, ethos and philosophy of Children's Hospice Association Scotland (CHAS) as part of a nursing team, supports the provision of specialist palliative nursing care and support for babies and children, (hereafter referred to as child or children) and young people with life-shortening conditions and their families. On a day to day basis works as part of the team to assist in the delivery of nursing care for up to eight or nine children and young people.

### Main Tasks

- Nursing care of children, young people and families
- Leadership
- Learning and Development
- Service Development

### Job Activities

#### **Nursing care of children, young people and families**

- Assists in the provision of a high standard of palliative nursing care to children and young people through implementing care programmes
- Assists in providing end of life and bereavement support including last office procedures, for children, young people and their families
- With the support of nursing staff, works as part of a Key Worker team to provide emotional and practical support to children, young people and their families, ensuring contact is maintained between visits and that the wishes of the family are delivered.
- Supports the delivery of care in the home, hospice or hospital setting
- Communicates with a range of professionals to meet the needs of the child, young person and their families taking opportunities to promote and raise awareness of the services provided by CHAS
- Maintains and accurately updates all written and electronic records in accordance with appropriate legislation and organisational standards
- Takes part in the rolling rotation of staff to work in the CHAS at Home team

- When appropriately trained, can be given delegated responsibility for care interventions including airway management through tracheostomy care, naso-pharyngeal tubes, suction, non-invasive and invasive ventilation.
- Plans and delivers a range of recreational activities in and out of the hospice building

### **Leadership**

- Acts as a mentor to Nursing Support Workers
- Acts as a role model and promotes effective teamwork across the service to meet the needs of children, young people and their families
- Works with and supports volunteers in the provision of care
- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures

### **Learning and Development**

- Takes responsibility for continuing professional development through keeping up to date with CHAS policies and with support, identifies own training and development needs which contribute to the organisational goals
- Takes part in the CHAS clinical supervision and reflective practice programme
- Participates in the clinical competencies programme for Nursing Support Workers
- As a source of knowledge and expertise, leads in the delivery of learning and development interventions for Nursing Support Workers

### **Service Development**

- From time to time participates in projects which involve audit, evaluation and research so that best practice is developed and promoted by everyone on the team working collaboratively with the QCAT Team
- Participates in supporting CHAS in the development of the service and achieving the organisational goals and objectives in the CHAS strategic plan

### **Health and Safety**

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

### **Information Governance**

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

### **Volunteer Engagement**

- To work alongside volunteers and actively support their work by providing advice and information to help them in their roles

## **Dimensions**

- Frequently responsible for handling petty cash and occasionally receives donations
- Works in line with the Scottish Social Services Council Codes of Practice
- The nursing team supports around 200 families

## Decisions and Communications

### Decisions

- Work is allocated and supervised by senior nursing staff but can work with a degree of autonomy within the clearly defined policies, protocols, procedures and codes of conduct of the organisation and own professional competencies
- Has frequent contact with the child or young person with a life-shortening condition, their family, the Service Managers, Senior Charge Nurses, Nursing team, Allied Healthcare Professionals, Hospice Support Services, Medical Team, Family Support Team, CHAS at Home, Nursing Development Team, Volunteers, and occasionally with external health care professionals, working collaboratively with CHAS to deliver the care

### Communications

- Occasional contact with other staff across the organisation including Fundraising and Communications, Organisational Development, Finance and Facilities
- Participates in multi-disciplinary care team meetings, and contributes towards ensuring that the highest standard of care is maintained throughout the organisation
- Inform nurses of any changes noted in child's condition
- Maintains confidentiality at all times as required by CHAS and regulatory bodies
- Exchanges factual information with, and offers support as appropriate to the child, young person, their families and carers and colleagues
- On a daily basis participates in meaningful communication with the child, young person and their family frequently discussing complex and sensitive issues



Children's Hospices Across Scotland

## PERSON SPECIFICATION – SENIOR NURSING SUPPORT WORKER

### Education, Qualifications, and Training

#### Essential

- Educated to SVQ level 3/HNC in a Health, Social or Child Care or can evidence equivalent experience
- Can demonstrate evidence of commitment to professional development

#### Desirable

- Educated to HND level in Health, Social or Child Care or can evidence equivalent experience

Method of Assessment – Application Form

### Skills, Abilities, and Knowledge

#### Essential

- Relevant knowledge of care procedures and clinical observations
- Moving and handling of children and equipment
- Ability to work as part of a multidisciplinary team
- Able to document clinical observations, results, decisions and actions effectively and communicate these to appropriate members of the multidisciplinary team
- Evidence of good IT skills and competency
- A commitment to working confidently with IT in a care setting
- Good communication skills, innovative thinker, self-motivated and problem solver
- Working knowledge of undertaking last office procedures
- Working knowledge of child protection and vulnerable adults' policies and procedures
- Can demonstrate an understanding of health and safety, standard infection control precautions and information governance principles and policies

#### Desirable

- Evidence of supporting/developing less experienced staff

Method of Assessment – Application Form and Interview

### Experience

#### Essential

- Experience of working with children and young people with complex care needs
- Experience of working with the whole family to deliver a high standard of care and support
- Experience of using technology and equipment in the delivery of care
- Experience of meeting the play and development needs of children and young people

**Desirable**

- Experience of supporting others who have been bereaved

Method of Assessment – Application Form and Interview

## Personal Qualities

**Essential**

- Acts with integrity
- Works co-operatively with colleagues to improve service
- Forms meaningful relationships with others
- Demonstrates initiative and acts with effectiveness
- Accountable for own actions and decisions
- Commitment to ongoing learning and development
- Commitment to CHAS core value vision and purpose
- Commitment to working with/supporting volunteers
- Professional attitude to work
- Motivated to work within speciality
- Views change as a natural, positive and a continuing process

**Desirable**

- Child and family focused

Method of Assessment – Interview

## Other Requirements

**Essential**

- Willingness to travel between CHAS sites and other care sites

**Desirable**

- Access to a car and a full driving licence

Method of Assessment – Application Form and Interview