

# Join us at UHB



Building healthier lives

# Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

**Kind:** the kindness that people show to each other every day

**Connected:** the connections we build with everyone around us

**Bold:** the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,  
Chief Executive Officer

## JOB DESCRIPTION

<b>Job Title</b>	Family Support Worker – Paediatric Diabetes
<b>Pay Band</b>	3
<b>Department</b>	Paediatrics - within outpatient clinics, patient homes and schools
<b>Division</b>	Children and Families – Paediatric Diabetes
<b>Reports to</b>	Lead Clinical Nurse Specialist
<b>Professionally Responsible to</b>	Matron

### JOB SUMMARY

To provide a high quality, safe, equitable and efficient service to children registered with the pediatrics team for the assessment, diagnosis and management of children and young people with Diabetes. Assisting qualified members of the team, to provide interventional support to children, young people and their families in their homes, clinic, school (main stream and special school settings) and other community environments. All of these children have diabetes and other possible comorbid conditions such as Autism, and or learning difficulties. Children and young people with diabetes may also get diagnosed with other auto-immune conditions such as Coeliac disease, Thyroid abnormalities and or Cystic Fibrosis related Diabetes.

This will involve independent and team working, clinical competency to, for example, carry out school visits and home visits to support children/young people and their families to manage diabetes effectively. The role would include delivering elements of planned teaching programs and liaising with the multi-disciplinary team including contributing, where appropriate, to interactive health care plans and Safeguarding discussions. Family Support Workers will be expected to participate and support any Audit work being carried out by the team.

### TEAM/DEPARTMENT STRUCTURE CHART



### KEY WORKING RELATIONSHIPS

#### Internal:

Diabetes Clinical Nurse Specialist – Paediatric and Young Adult Diabetes  
Consultant Paediatricians and Young Adult Consultants  
Paediatric Dietitian and Young Adult Dietitian  
In-house Psychologist  
Healthcare Assistant  
Training Nurse Associate (TNA)  
Administrator



**External:**

Community and Acute Multi-disciplinary Teams

Adult service providers

Children and their families

Education and Social Care colleagues

Child and Adolescent Mental Health Services (CAMHS)

**KEY RESPONSIBILITIES**



- To work in partnership with children and young people and their families to deliver planned episodes of care and support in a variety of hospital and community settings.
- To identify individuals' needs and develop a program of targeted support or access to services designed to help them. This will include support with practical skills, direct work with children, liaison with professionals, working alongside health visitors, children's social care services, education and other agencies both statutory and voluntary.
- To support families in their dealings with other professionals e.g. Social Care, Early Support, Schools and Hospitals. To include support at Team around Family meetings.
- To support partnership working and co delivery with partnership agencies.
- To support appropriate referral to supportive agencies and charities; completing relevant supporting documentation as well as Trust documentation such as Disability Living Allowance forms/other funding resources
- To offer guidance on housing, school, benefit issues and advice on parenting issues related to diabetes.
- To offer adolescents support in appropriate settings to boost understanding of diabetes management in the community and support attendance to clinic appointment
- To participate in planned parent support groups including delivering planned elements of education and support programs.
- To participate in the development of team and child specific resources.
- To maintain effective communication with the teams and the children and families being supported and to maintain accurate records.
- To attend regular team meetings and participate in clinical supervision.
- Minimum Level 3 qualification in childcare, social work, social care, youth work, counselling or education.
- Knowledge and experience of managing children with diabetes is desirable.
- Experience of managing challenging patient and family circumstances, in particular to engage patient and families with managing their long term condition
- Motivated, enthusiastic and able to work both independently and as part of a team.
- Flexible attitude to meet the needs of the children and families we manage and support. This will include driving across Birmingham and Solihull locations
- Good interpersonal skills in order to facilitate good relationships with children, young people, their families and other professionals.
- Ability to work independently within the community setting and manage own workload including planning of straightforward tasks, programs to support team and managing own time.
- Good level of knowledge of safeguarding children and vulnerable adults.
- Good basic level of written and verbal English language and numeracy skills and excellent communication skills.
- Good knowledge and understanding of Basic IT skills - we hold fully computerized records

#### **BUDGETARY AND RESOURCE MANAGEMENT**



- Be aware of and comply with all Trust Policies and Procedures which govern Health and Safety and clinical practice.
- Actively promote the prevention of cross infection to and from all patients, visitors' staff and the environment, by encouraging and educating others in the use of standard precautions.
- Handle, check and store patient's cash and valuables in accordance with Trust policy as required undertake equipment checks and update records and restock items as required.
- Ensure that prior to using any medical device, you have been trained and your competency assessed and recorded. Report immediately to a registered nurse any fault with a medical device and ensure it is removed safely from use
- Maintain a clean and tidy environment including cleaning of equipment and medical devices.
- In line with the Trust's Incident Reporting system, report any accidents, incidents, near misses and defects to a registered nurse. Remove any hazards which could potentially cause injury to staff, patients or visitors.
- Ensure that visitors to the department have authority to be there, carry out necessary checks on identity if needed, and escalate any concerns to a registered nurse.
- Should a threatening situation occur, deal with the situation in accordance with the principles of conflict resolution. Take appropriate steps to protect the safety of self and others.
- Seek support for self and others following an untoward incident as required.
- Report and raise concerns in relation to poor practice, attitude and behaviour of any health care professional through line management structures.
- Manage own time effectively, ensure good time keeping in relation to shift commencement and breaks.

#### **MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES**

- Take personal and collective responsibility to do the best you can, working towards your agreed individual and Trust-wide goals. You are expected to be held accountable and to challenge/ highlight to the line manager poor performance , attitude and behaviour
- Have responsibility for personal updating and development, including achieving and maintaining mandatory and statutory training and appraisal.
- Have responsibility for maintaining a record of own personal development.
- Undertake any appropriate training as deemed necessary by the department manager.
- Support and participate in induction, orientation of newly appointed staff and students to their area
- Act as a professional role model to other healthcare staff and students.
- Recognise the limits of your competence and knowledge and reflect on these limits and seek advice on and refer to other health professionals were necessary.
- Recognise signs of stress in self and others and take appropriate action by informing Line Manager

#### **RESEARCH AND DEVELOPMENT**

- Following direction and delegation from a registered nurse undertake aspects of care



- for a patient / group of patients
- Practise in accordance with agreed standards of care within your level of competence.
- Assist in audits and research as required

#### **EFFORT**

- Be alert to any possible improvement to service including cost improvement and make suggestions as appropriate

#### **TRUST VISION & VALUES**

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

**Kind:** The kindness that people show to each other every day

**Connected:** The connections we build with everyone around us

**Bold:** The ability to be bold in how we think, speak and act

#### **ADDITIONAL INFORMATION**

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: .....17<sup>th</sup> January 2023.....

## **PERSON SPECIFICATION**

**JOB TITLE: Family Support Worker**



<b>TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>Level 3 in Childcare, Social Work, Social Care, Youth Work, Counselling or Education</li> <li>Functional skills Level 2 English Language and Maths Qualification or GCSE Grade C or above in Maths and English Language</li> </ul>	<ul style="list-style-type: none"> <li>Level 3 qualification held for at least 12 months</li> </ul>
<b>EXPERIENCE &amp; KNOWLEDGE</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>Good understanding of family-centered care</li> <li>Demonstrate a basic knowledge of working with children &amp; young people with additional physical, learning, emotional and social needs</li> <li>Ability to prioritise child/families needs both clinically and socially</li> <li>Ability to work alone</li> <li>Experience of working / participating as part of a team.</li> <li>Evidence of ability to work using own initiative and under minimal supervision</li> <li>Knowledge of safeguarding children and vulnerable adults</li> <li>Knowledge of record keeping</li> <li>Basic knowledge of computer and IT skills</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in the community</li> <li>Experience as Family Support Worker or carer in health, social care, short breaks or education setting</li> <li>Evidence of teaching or supervising others</li> <li>Ability to act in accordance to emergency plans and procedures</li> <li>Can articulate the reasons for training/ standards of practice and behaviour and how these may be demonstrated / relate to patient care and safety</li> <li>Experience of working with children/young people with diabetes</li> </ul>
<b>SKILLS &amp; ABILITY</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>Ability to plan own workload</li> <li>Plan and organize straightforward tasks, programmes of care or activity with child</li> <li>Contact and communicate effectively to members of the multidisciplinary team and coordinate visits accordingly with knowledge of the family</li> <li>Able to communicate and provide instructions clearly and tactfully</li> </ul>	<ul style="list-style-type: none"> <li>Ability to organize and coordinate multidisciplinary meetings for child/family</li> </ul>



<ul style="list-style-type: none"> <li>• Able to report back in a factual and concise manner to multidisciplinary team</li> <li>• An understanding of personal/professional boundaries</li> <li>• Good standard of spoken and written English</li> <li>• Occupational Health Clearance</li> <li>• Evidence of good health</li> <li>• Professional appearance</li> </ul>	
<b>OTHER SPECIFIC REQUIREMENT</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• DBS</li> <li>• Ability to travel to a variety of community settings by specified times – car owner and regular user</li> <li>• Motivated, enthusiastic, team player flexible to the needs of the provision of care required by the family</li> <li>• Demonstrate interpersonal skills in order to facilitate relationship with children and young people and their family</li> <li>• Ability to remain calm and composed.</li> <li>• Good team worker</li> <li>• Prepared to work flexibly to meet service needs</li> <li>• Good communication skills – written and oral</li> <li>• Good time keeping</li> <li>• Ability to work with completing priorities</li> <li>• Flexible approach to shift patterns and place of work this may include working in different practice settings in different locations dependent upon service need</li> </ul>	<ul style="list-style-type: none"> <li>• Previous working with families on a supportive basis such as social care agencies/health setting.</li> </ul>

