

## SINGLE CORPORATE SERVICES

### Nursing Workforce

<b>Job title:</b>	Pastoral Care Support Worker- Workforce		<b>To be completed by HR</b>  <i>Job Reference Number</i>
<b>Reporting to:</b>	Senior Sister - Workforce		
<b>Accountable to:</b>	Lead Nurse- Workforce		
<b>Pay Band:</b>	3		

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

#### Job purpose

To work as part of the Corporate Nursing Workforce team in providing excellent support for HCSWs during recruitment, training, development and to offer pastoral support to, the current and future, HCSW workforce enabling them to deliver the best care for our patients.

To offer pastoral support to other staff groups when asked to do so by the Senior Sister in the Nursing Workforce team.

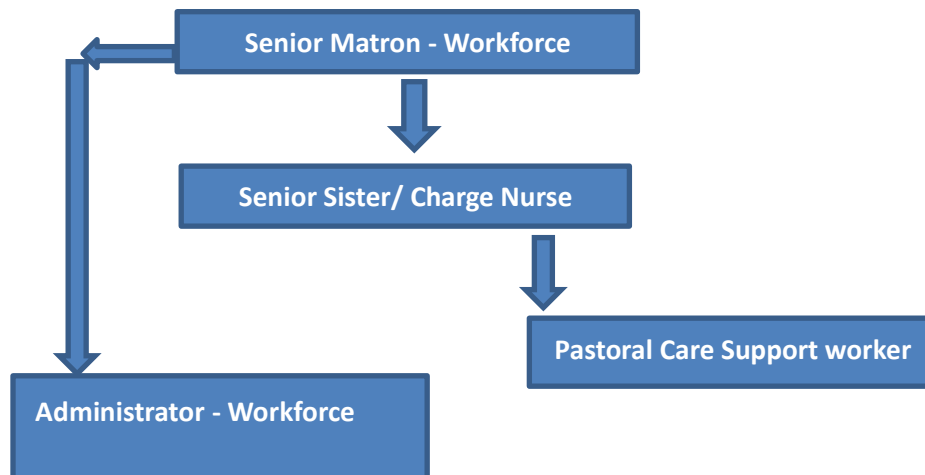
To support recruitment and retention events organised by the Nursing Workforce team.

#### Job summary

1. This role is fundamental in offering pastoral support to Health Care support workers (HCSWs) – both those new to the organisation and the existing workforce, supporting their wellbeing and retention of HCSW
2. To support the Senior Sister for Nursing Workforce at HCSW recruitment and retention events, promoting the role of the HCSW.
3. To offer support to new HCSWs during their education and clinical practice to obtain national standards.
4. Always ensuring that you act within your sphere of competence and authority.
5. To act as a positive role model to enhance clinical practice and to promote behaviours in line with the Trust values
6. Ensure high standards of care are maintained in a safe environment, which promotes equality and sensitivity for all individuals.

7. Ensure patient safety is maintained and patient experience is positive by treating all patients, family, relatives and colleagues with respect, dignity and courtesy in accordance with Trust values.

### Organisational Chart



### Shared Core Functions

1. Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks.
2. Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
3. Ensure that approved budgets are spent effectively and in accordance with agreed procedures.
4. Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated.
5. Build and sustain effective communications with other roles involved in the shared services as required.
6. Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims.
7. Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
8. Undertake proactive horizon scanning for either developments relating to Trust's work or opportunities for Trust's involvement around health issues.
9. Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
10. Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.

11. Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
12. Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives regarding issues such as Carbon reduction and waste minimisation. To encourage all stakeholders of the Trust to act as enthusiastic agents of change

### **Specific Core Functions**

1. Co-ordination and provision of pastoral support across the organisation to our Health Care Support Workers. This may be supporting staff on a nominated ward(s) and/or on an ad hoc basis.
2. To maintain clear and precise records of activity to enable summaries/analysis of pastoral support offered to be completed by the Senior Sister for Workforce
3. Liaise with other teams such as the Practice Education Team and ward area to ensure the service provided to our new recruits is comprehensive and tailored to their individual need and to offer support, when required, to HCSWs as the work to achieve their clinical competencies.
4. Provide support, training and mentoring to new members of the Trust (Healthcare Support Workers and International Nurses awaiting registration), including attending induction Programmes.
5. Escalate concerns regarding performance or development to the relevant Senior Sister/Charge Nurse.
6. Participate in 'debrief' opportunities to support individual health, wellbeing and personal development.
7. Support the Workforce Team with the development of the service and provide evaluation for where improvements can be made.
8. Identify, prioritise and escalate to Nurse in Charge/Ward Manager as appropriate, when in receipt of complex, sensitive or contentious information that has arisen from patient/carer communication.

### **Key Responsibilities**

1. Work closely with new Health Care Support Workers to provide clinical and pastoral support based on need and support other learners if required.
2. Focus, as part of the Nursing Workforce team, on reducing HCSWs vacancies and improving overall retention.
3. Act as an advocate and role model, demonstrating clinical expertise and provide visible leadership regarding the role of the HCSW.
4. Support recruitment activities and induction programmed in partnership with the Workforce and Education team.
5. Complete and maintain essential skills and competencies and undertake continual professional development.
6. Observe, maintain contemporaneous and appropriate records, and provide feedback information to the workforce Team on the development of Health Care Support Workers and escalate concerns to senior members of the nursing workforce team.

### **Communication and Working Relationships**

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include:
  - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
  - (b) providing and receiving complex or sensitive information,
  - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

### **Analytical and Judgement**

- Judgements involving facts or situations, some of which require analysis.

### **Planning and organising**

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

### **Physical Skills**

- The post requires physical skills which are normally obtained through practice over a period or during practical training e.g., standard driving or keyboard skills, use of some tools and types of equipment.

### **Patient Client Care**

- Assists patients/clients/relatives during incidental contacts.

### **Policy and Service Development**

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

### **Financial Management**

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

### **Management/Leadership**

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

### **Information Resources**

- The post holder records personally generated information.

### **Research and development**

- Undertakes surveys or audits, as necessary to own work.

### **Freedom to Act**

- The post holder is guided by standard operating procedures (SOPs), 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 sample/random basis.

### **Physical effort**

- A combination of sitting, standing, and walking with requirement for physical effort. There may be a requirement to exert physical effort for long periods.

### **Mental effort**

- There is a frequent requirement for concentration where the work pattern is variable with competing demands for attention.

### **Emotional Effort**

- Exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

### **Working conditions**

- Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, requirement to use road transportation, requirement to work outdoors, or requirement to use Visual Display Unit equipment continuously on most days.

### **Person Specification**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How criteria will be assessed</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Care Certificate</li> <li>• Level 3 in Health and Social care qualification or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Teaching Qualification</li> <li>• Mental Health First Aid</li> </ul>	Application and Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 3 years or more Health Care Support Worker experience within the hospital.</li> </ul>	<ul style="list-style-type: none"> <li>• Wellbeing champion</li> <li>• Supporting staff during EDNA assessments.</li> <li>• Presentation skills</li> </ul>	Application and Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Ability to use a range of computer programmes including ESR (or similar) and Microsoft Office</li> <li>• Good keyboard skills</li> <li>• Compassionate</li> <li>• Ability to listen and influence people.</li> <li>• Ability to communicate in written and oral English with experience of working across teams and liaising with all levels of staff.</li> </ul>		Application and Interview

	<ul style="list-style-type: none"> <li>• Ability to effectively problem solve.</li> <li>• Experience of working as HCSW within the Acute hospital setting</li> </ul>		
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### Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, about

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Always comply with key clinical care policies and protocols for prevention and control of infection; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard regarding effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the PHUT Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adult's policies and procedures.
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date.
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.