

Job Description

Title:	Health Visitor Assistant
Grade:	3
Annual Leave:	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service
Department:	Health Visiting Team
Responsible to:	Locality Manager
Accountable to:	Deputy Head of Haringey CYPS

POST SUMMARY

The post holder will be a member of the Health Visiting Team, giving support to clients and professionals. They will work closely with all members of the Health Visiting Team undertaking delegated activities under the supervision of the Health Visitor.

MAIN DUTIES

1. Work within the Health Visiting Team undertaking agreed activities within clinic settings, Whittington health premises and Children Centres.
2. The post holder will work as part of the Health Visiting team, providing clerical and administrative support in both office and clinical setting.
3. The post holder will be expected to evaluate and prioritise work, responding quickly to daily changes in work pattern.
4. This role requires the ability to communicate with staff, internal and external stakeholders and the general public with tact and sensitivity.
5. To provide annual leave and sickness cover when required, which may include covering at another office or clinic base.
6. Under the supervision and support of the Health Visiting Team assist in the organising and delivery of the Healthy Child Programme. This may include:
 - Undertake home visiting as directed by Health Visitor
 - Carry out opportunist visits to establish home address
 - Plan and organise clinics and groups as required by relevant health professionals in clinic and children centre settings.
 - Support relevant health professionals in clinical processes in the clinic environment.
 - Assisting the team with facilitating health promotion groups.
 - Preparing and enabling a safe environment within the clinics and children centres.



- Maintaining equipment, clinic displays and clinic supplies.
 - Ensuring a supply of health promotion material appropriate to the needs of the service.
 - Weighing and measuring babies and children in line with the Whittington Health growth protocol
 - Plotting of centile charts, interpreting data and sharing results of data appropriately with clients and health professionals.
 - Recording data and attendance in Parent Held records.
 - Enter data onto electronic patient records accurately and contemporaneously and, deal with electronic tasks as they arise.
 - Identifying and reporting on hazards that may be detrimental to the health and well-being of the child, patient or carer to ensure appropriate action to be taken, for example, faulty equipment.
 - Recognise own level of competence and identify sources of support as required.
7. Assist the Health Visiting Team with a duty telephone on call system and record information clearly, legibly and accurately.
 8. Good clerical skills such as scanning and uploading/retrieving information and recording data on a computer system.
 9. Provide verbal and written information to professionals and clients on service and health related issues and enable clients and professionals to access resources efficiently.
 10. Maintain client confidentiality at all times.
 11. Work at all times within the Trust Policies procedures and guidelines.
 12. Provide accurate statistical data by inputting and managing IT data, for example, email, ethnic monitoring.
 13. Undertake administrative task as delegated by the Health Visiting Team, for example, transferring of records.
 14. Demonstrate and teach their duties and workplace routines to new staff and students as required.

Communication

1. Create awareness of his/her role with members of Whittington Health.
2. Attend and participate in Health Visiting team meetings, forums and allocation meetings.
3. Take accurate telephone messages recording on the electronic record system and alerting staff via the RiO diary, NHS Mail and follow the Trust message taking policy.
4. Give non-clinical information to clients on a face to face and telephone basis, recognising potential barriers to communication. In these situations the post holder must be able to adapt their communication style as necessary.
5. Complete data for the statistical/planning purposes at appropriate times.



Personnel

1. Be aware of the regulations regarding the Data Protection Act and Equal Opportunity Policy according to the organisations regulations.
2. Be responsible for keeping up to date with new developments.
3. Take responsible care of the health and safety of yourself and other personnel who may be affected by your acts of omission at work and cooperate with the Trust in achieving the statutory and departmental guidelines on health and safety.
4. Undertake mandatory and relevant training as appropriate and required by the Trust.
5. Be responsible for on-going personal development and undertake an active part in identify training needs and attending training as necessary.
6. Actively participate in the appraisal process.
7. Adhere to Trust's policies and guidelines and participate in appropriate research and audit in order to influence local and national polices ensuring research based practice.

The post holder is an employee of Whittington Health and as such may be asked to change base or department in light of service needs.

This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be varied from time to time in consultation with the post holder.

Revalidation and Registration

It is the responsibility of all staff registered with a professional body to:

- Act within the Professional Bodies Code of Practice
- Maintain their own work profile to ensure revalidation standards are met, and assist junior registered staff in achieving revalidation.
- Contribute and participate in the development of colleagues professional practice across the trust through leading ward and/or department projects, and supporting training.
- Ensure optimum use is made of working time.

Equal Opportunities

Our latest policy known as "Promoting Equality, Diversity and Human Rights" outlines the Trust's commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.



For more information about our policy and commitment to equality, click:
<http://www.whittington.nhs.uk/default.asp?c=10505&q=equality>

Infection control

All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

Working patterns

The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.

Staff working in any department where an on 'call rota' operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

Staff in nursing posts may be requested to work in any area throughout the Trust by the matron or the site manager.

Health & Safety Policy

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Safeguarding

To comply with the trust's Safeguarding Children & Adults; policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults. This will require you to:

- Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the **Croydon** Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct



Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or word processor you should do it in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

Confidentiality

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

Whittington Mission, Vision and Goals

We have an excellent reputation for being innovative, responsive and flexible to the changing clinical needs of the local population. We are treating more patients than ever before and are dedicated to improving services to deliver the best for our patients.

Our Mission

Helping local people, live longer healthier lives.

Our Vision

Provide safe, personal, co-ordinated care for the community we serve.

Our Goals

We have developed six key strategic goals to make sure we continue to support people to live longer, healthier lives.

- To secure the best possible health and wellbeing for all our community
- To integrate and coordinate care in person-centred teams
- To deliver consistent, high quality, safe services
- To support our patients and users in being active partners in their care
- To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
- To innovate and continuously improve the quality of our services to deliver the best outcomes for our local population

Whittington Values

Our values underpin everything we do. Our staff are committed to delivering the following values in everything they do.



Our ICARE values have been created by our staff and are embedded in our appraisal and planning processes and form part of our staff excellence awards.



Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

No Smoking

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

Method of Payment

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

Probationary Period

Employment at Whittington Health is offered subject to successful completion of a 6 month probationary period for all staff with the exception of GMC Registered Doctors.



Person Specification

Post:	Health Visiting Assistant	Grade:	3		
Department	Health Visiting Team	Candidate Name:			Notes
Attribute		Essential	Desirable	How Assessed	
Education / Qualifications	<ul style="list-style-type: none">• Good literacy and numeric skills.• Educated to GCSE level.	E	D	A A	
Skills & Abilities	<ul style="list-style-type: none">• Good communication (Verbal and written).• Good record keeping.• Good team work.• Organisation of work-load.• Commitment to working with clients from multi-cultural background.• Ability to prioritise.• Second language other than English.• Basic knowledge of child protection.	E E E E E	D D D	AI AI AI I AI AI AI AI	

Knowledge & Experience	<ul style="list-style-type: none"> • Basic 1-2 years knowledge of services to children ages 0-5. For example health visiting services, immunisations. • Experience of working with young children in either a clinic or day-care nursery setting. 	E		A	
		E		AI	
Personal Qualities	<p><u>Accountability</u> – Takes responsibility for own actions and promotes good team work.</p> <p><u>Openness</u> – Share information and good practice appropriately.</p> <p><u>Mutual respect</u> – Treats others with courtesy and respect at all times. Awareness of confidentiality.</p>	E		I	
		E		I	
		E		I	
Other	Car owner/driver.		D	I	

Completed by:

Date:

Offer post Yes/ No

Comments