

JOB DESCRIPTION

| JOB DETAILS | |
|------------------------|---|
| Job Title | Complex Needs Midwife |
| Reports to | Named Midwife for Safeguarding and Complex Needs Matron |
| Band | 7 |
| Department/Directorate | Child and Women's Health |

| JOB PURPOSE |
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| <p>The post holder will deputise for the Complex Needs Matron in their absence.</p> <p>This is a highly visible, patient facing role where you will undertake face to face appointments with maternity service users who have complex needs. Appointments will also be delivered by telephone or video conferencing where applicable. These appointments may take part in the main maternity unit, community hubs or within the patient home.</p> <p>Provide highly specialist advice to maternity staff in respect of adult and child complex needs issues, including substance misuse, neurodivergence, learning disability, domestic abuse, and polypharmacy. Assist maternity staff in their duty to protect adults and children from harm and abuse.</p> <p>Provide robust and flexible complex needs training for all maternity staff.</p> <p>The post holder will represent the maternity complex needs service at Trust wide and external meetings</p> <p>Assist in developing robust quality assurance systems to monitor and evaluate complex needs practice across maternity.</p> <p>To provide specialist knowledge and advice to maternity staff consistent with the requirements of complex needs and safeguarding policies</p> <p>Assist the Complex Needs Matron in providing reports as part of Section 42 safeguarding enquiries, rapid reviews/child safeguarding practice reviews/safeguarding adult reviews/domestic homicide review processes and any other safeguarding investigations.</p> |

| KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES |
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| <ul style="list-style-type: none"> This is a highly visible, patient facing role where you will undertake face to face appointments with maternity service users who have complex needs. Appointments will also be delivered by telephone or video conferencing where applicable. These appointments may take part in the main maternity unit, community hubs or within the patient home. To provide advice and guidance to staff in maternity and the wider Trust on all aspects of complex needs midwifery and adult and child safeguarding, ensuring that staff understand their role and responsibilities in these areas. Assist staff in undertaking their role as appropriate, with an emphasis on staff development rather than the creation of dependency. Work with all members of the Safeguarding and complex needs team to participate in national and local initiatives to protect children and adults from harm and ensure that changes in legislation, learning, information and ideas are disseminated Trust wide. Work alongside Trust staff to design and develop processes that enable staff to protect individuals at risk. |

- Assist the Trust in contributing to Devon’s safeguarding adult reviews/domestic homicide reviews/safeguarding practice reviews/rapid review processes, writing reports/internal management reviews and disseminating and implementing the findings and recommendations.
- Undertake project work under the direction of the Complex Needs Matron or Maternity Senior Leadership Team.
- Facilitate good standards of record keeping, report and statement writing.
- Liaise with key external complex needs and safeguarding partners in Devon e.g. Police, Social Care, Education, other health providers, ICB etc. to ensure robust relationships.
- Attend strategy meetings and case conferences as requested by the Complex Care Matron either as a support to staff and/or as a representative of the Trust, where appropriate.
- Emphasise and promote the importance of good discharge planning and follow-up for patients discharged from our care, specifically where there have been safeguarding or vulnerability concerns
- Work closely with complex needs services within other health organisations to share good practice and to strengthen opportunities for development and networking within the field of complex care and safeguarding.
- In order to build upon the achievements of the service thus far, an emphasis is placed upon a team ethos of mutual support and joint decision-making through collaborative effort. The post holder will be expected to work as part of the team to cover the workload.
- Work with the Complex Care Matron to develop and maintain the Trust’s safeguarding policies and ensure that they are adhered to when staff are caring for families with complex needs.
- Work with the Complex Needs and Safeguarding Team to provide clinical supervision to staff as required, ensuring effective case management is in place for complex situations when there are safeguarding concerns
- Carry out any other appropriate clinical duties as identified by the Complex Care Matron

KEY WORKING RELATIONSHIPS

No. of Staff reporting to this role: +/- 4

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when required on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

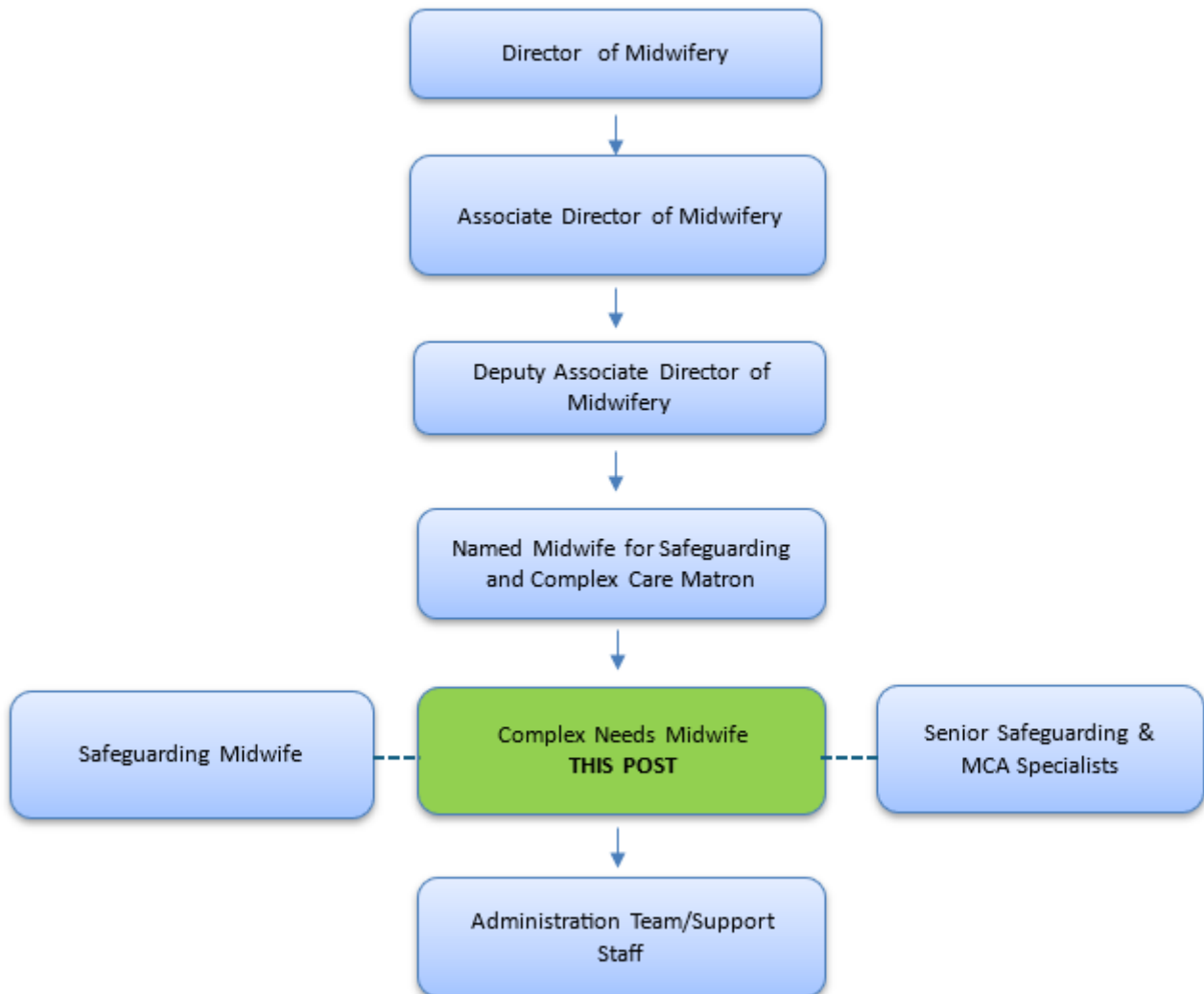
Of particular importance are working relationships with:

| Internal to the Trust | External to the Trust |
|--|---|
| <ul style="list-style-type: none"> • Associate Director of Safeguarding • Head of Safeguarding • Safeguarding Specialist Operational Lead • MCA Lead Professionals • MCA Team • Associate Directors of Care Groups • Matron Care Groups • Senior Safeguarding Nurses • Safeguarding Specialists • Named Doctor for Safeguarding Adults • Named Doctor for Safeguarding Children • Named Midwife • Safeguarding Midwife • Lead Nurse for Children • Health IDVAs | <ul style="list-style-type: none"> • Safeguarding Teams across Devon and the Peninsula • Local Authority Safeguarding Hubs • Designated Safeguarding Nurses/ Doctors Devon CCG/ICB • Devon Safeguarding Children Partnership, and Torbay and Devon Safeguarding Adult-Partnerships • Devon & Cornwall Police • Third sector organisations and stakeholders • Domestic Abuse Organisations. Fear Free NDADA including the Domestic and Sexual Violence Lead for Devon CCG • Safeguarding Leads in partner agencies and Education |

- Employee Resolution and support team
- Cluster Manager
- Safeguarding Admin Team
- Learning Disability Liaison Nursing Team
- Patient Safety and Experience Team
- PALS
- Clinical Teams
- Trust Legal Team

- Peninsula-wide Multi Agency Safeguarding Hubs and Early Help Leads
- Domestic Abuse Multi Agency Risk Assessment Conferences/ Multi Agency Public Protection
- Safeguarding Leads and teams in partner agencies
- Perinatal Mental Health Services
- Voluntary Sector Organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

The role will include a combination of routine and complex queries. It is rare that queries need to go to the Trust's lawyers but you will be expected to identify those that require such action.

The post holder is professionally accountable for all aspects of their own work and managing their own work load, working within their codes of practice and professional guidelines and using their expertise

to deal with routine matters, complex queries and other issues, deciding when it is necessary to refer to the Specialist Operational Lead

The post holder works autonomously and provides expert advice to all members of Trust staff at all levels. The post holder has the freedom to initiate actions and interpret guidance and policies in line with the Trust and service policy. They will seek advice as necessary from the Specialist Operational Lead.

The post holder will be guided by various teams they work alongside and with Safeguarding Team members as well as Trust policies and procedures. Using their own initiative and seeking advice from Managers and the team as required.

COMMUNICATION/RELATIONSHIP SKILLS

The postholder will have the ability to identify, communicate, receive and manage highly complex, sensitive and confidential information.

They will be required to communicate in verbal, written and electronic format.

Communicating complex and highly sensitive information safely between health professionals, agencies and outside Trusts.

Communication will be with a wide range of individuals and groups, both internal and external to the Trust.

The post holder may be required to communicate with parents and family, members of the public and across all levels within the Trust. Some of these communications will be sensitive in nature. Some will be highly complex, requiring excellent communication skills.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will be expected to routinely make decisions independently which may involve complex facts/situations.

The post holder will be expected to use their judgement to assess risks and manage solutions safely and appropriately to safeguard the person at risk and their family if required.

To support staff across RDUH in identifying and acting appropriately when they have safeguarding concerns about children or adults with care and support needs via liaison and communication with all departments that work with them.

PLANNING/ORGANISATIONAL SKILLS

The post holder will be expected to organise their own day-to-day activities, planning of straightforward tasks and organising complex on-going activities.

The post holder should be able to competently plan and deliver a high standard of evidence-based training.

PATIENT/CLIENT CARE

The post holder may have face-to-face contact with children, adults and their families where there are concerns and should be sensitive, professional and focused throughout.

To provide specialist knowledge of safeguarding to the Paediatric and Neonatal teams during prolonged admissions of babies and children, or when planning discharge, where the family or child have been identified as having vulnerabilities or complex needs.

Support staff involved in safeguarding practice.

Provide support and facilitate debriefing for staff involved in complex safeguarding cases.

Ensure all record keeping in relation to maternity care and safeguarding is appropriate, accountable and defensible.

To ensure that the perspective of the person at risk and the promotion of anti-discriminatory practice are incorporated into all aspects of safeguarding practices.

POLICY/SERVICE DEVELOPMENT

The post holder supports the Specialist Operational Lead in devising and implementing policies and service changes, along with service development and improvement.

Contribute to the development of policies, procedures, pathways of care and guidelines ensuring they are evidenced based to facilitate discharge planning and ensure patient safety.

FINANCIAL/PHYSICAL RESOURCES

The post holder is responsible for ensuring that the resources of the Trust are used responsibly and report any fraud in line with Trust Policy.

HUMAN RESOURCES

To identify and agree own development needs through the Knowledge and Skills Framework (KSF) Process, to achieve team and Trust objectives and the appraisal process.

To provide advice, support and training to:

- Trust staff
- Students
- Children
- Carers/patients
- Statutory, voluntary and private agencies

Providing supervision, support and specialist advice to staff at all levels within the organisation.

To create, deliver and review complex needs training in line with statutory requirements. To deliver training each month, or more often if required.

Be involved in the orientation, induction and preceptorship of junior staff.

The post holder is responsible for the day to day management of +/- 4 staff.

INFORMATION RESOURCES

The post holder will be responsible for the handling of statistical information, recording own information, entering data, using computer software, analysing information, monitoring the processing and presentation of extensive and complex data.

Supporting staff in understanding responsibilities of legislative frameworks in relation to information sharing in adult and child safeguarding is a key part of the role. The post holder should work with the Information Governance Team, Caldicott Guardian and the Legal Services where there is complexity.

RESEARCH AND DEVELOPMENT

To analyse national and local data in relation to complex needs care to ensure health professionals are alerted to developments and informed of changes.

To contribute to the identification and participation in appropriate complex needs research topics utilising research methodology.

To ensure that health practitioners deliver services to safeguard children/adults based on sound best evidence, including relevant NICE Standards.

To work closely with Operational Lead to establish a robust monitoring and audit process for complex needs, which promotes improvement and informs the RDUH of areas of good practice and development needs.

To identify and agree own development needs through the Knowledge and Skills Framework (KSF).

PHYSICAL SKILLS

The post holder will be required to have standard keyboard skills.

A high level of concentration will be required for report writing. Flexible working will be required to meet the demands of the post. Communication of complex and highly sensitive information safely between health professionals, agencies and outside Trusts will also be required.

Well-developed listening skills.

Flexible working will be required to meet the demands of the post.

PHYSICAL EFFORT

There is limited physical effort required for this role. The ability to travel between sites is required.

There is a requirement to carry laptop, computer and/or projection equipment approx. (3Kg) to meetings for presentation purposes.

MENTAL EFFORT

Ability to switch tasks and manage multiple strands of work as a result of interruptions and/or arising situations requiring urgent attention.

Periods of prolonged concentration are required when analysing information, writing reports and formulating policies.

The ability to meet high level deadlines within a limited timescale.

Respond to constant high risk demands for urgent advice and consultation.

EMOTIONAL EFFORT

The post holder will be exposed to emotionally demanding situations on a regular basis. They should behave consistently with the values and beliefs of the organisation and promote these on day to day basis.

Be able to act independently, decisively and effectively within responsible areas.

Be able to effectively and appropriately deal with criticism and challenging people and situations.

Frequent exposure to highly distressing information and dealing with bereavement and trauma.

Ability to positively and creatively challenge current thinking in order to develop new and improved policy and working practices.

Be able to influence others from partner agencies to support excellence in safeguarding and complex needs practice.

The post holder will require emotional resilience and maturity when exposed to highly distressing or highly emotional circumstances for example in working with patients, their families and staff in safeguarding situations, including professional conduct of serious disciplinary cases.

WORKING CONDITIONS

The post holder may be exposed to some adverse environmental conditions, such as noise, stressful situations, aggressive behaviour and a busy environment as well as potential infectious diseases in the hospital or office setting.

A flexible working approach can be agreed with the line manager, including working from home, depending on service needs.

Frequent travel across the county and sometimes regionally and nationally.

The post holder will be required to work across RDUH.

OTHER RESPONSIBILITIES

The post holder will be required to take part in regular performance appraisals.

Undertake any training required in order to maintain competency including mandatory training, e.g. manual handling.

Contribute to and work within a safe working environment.

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to the role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1s / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

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| Job Title | Complex Needs Midwife |
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| Requirements | Essential | Desirable |
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| QUALIFICATION/ SPECIAL TRAINING | | |
| • Registered Midwife | ✓ | |
| • Qualified professional with current NMC registration | ✓ | |
| • BSc Midwifery degree | ✓ | |
| • Relevant post registration experience in safeguarding or complex needs. | ✓ | |
| • Evidence of working with adults and children’s safeguarding issues at a senior level | ✓ | |
| • Teaching qualification/equivalent experience | | ✓ |
| • Specialist training in Domestic Abuse or equivalent experience | | ✓ |
| • Safeguarding supervisor training or equivalent experience. | | ✓ |
| KNOWLEDGE/SKILLS | | |
| • Understanding of complex needs and safeguarding issues across disciplines & agencies | ✓ | |
| • Track record of evidence based practice within the speciality | ✓ | |
| • Knowledge and understanding of safeguarding standards and guidelines | ✓ | |
| • Ability to promote understanding & incorporation of equality and diversity within practice | ✓ | |
| • Role model best practice in safeguarding and complex needs individuals | ✓ | |
| • Reflective approach to practice | ✓ | |
| • Able to communicate clearly and succinctly both verbally and in writing. | ✓ | |
| • To have knowledge of the law relating to child protection/adult safeguarding/MCA/domestic abuse/Prevent/Modern Slavery/PiPot | ✓ | |
| EXPERIENCE | | |
| • Clinical experience of managing safeguarding cases and highly sensitive information | ✓ | |
| • Evidence of working across agencies and boundaries | ✓ | |
| • Effective multi-disciplinary/multi-agency working | ✓ | |
| • Evidence of continuous professional development | ✓ | |
| • Innovative, able to problem solve and to produce effective improvement strategies | ✓ | |
| • Experience of designing and delivering training material | | ✓ |
| • Evidence of report writing | ✓ | |
| • Innovative and able to problem solve | ✓ | |
| • Have a sound knowledge of confidentiality | ✓ | |
| PERSONAL ATTRIBUTES | | |
| • Enthusiastic, highly motivated and committed to developing the service in the best interests of all users | ✓ | |
| • Able to be assertive when necessary and remain calm in a busy environment | ✓ | |
| • Able to work proactively and constructively, independently and within a multi-disciplinary team | ✓ | |
| • Excellent communication and negotiation skills | ✓ | |
| OTHER REQUIREMENTS | | |
| • Flexible in working practice | ✓ | |
| • Ability to travel and work across Trust sites | ✓ | |
| • Driving Licence | ✓ | |

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| <ul style="list-style-type: none">The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust | ✓ | |
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| WORKING CONDITIONS/HAZARDS | | FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) | | | |
|--|---|--|---|---|---|
| | | R | O | M | F |
| Hazards/ Risks requiring Immunisation Screening | | | | | |
| Laboratory specimens | N | | | | |
| Contact with patients | Y | | | | |
| Exposure Prone Procedures | N | | | | |
| Blood/body fluids | N | | | | |
| Hazard/Risks requiring Respiratory Health Surveillance | | | | | |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N | | | | |
| Respiratory sensitisers (e.g isocyanates) | N | | | | |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N | | | | |
| Animals | N | | | | |
| Cytotoxic drugs | N | | | | |
| Risks requiring Other Health Surveillance | | | | | |
| Radiation (>6mSv) | N | | | | |
| Laser (Class 3R, 3B, 4) | N | | | | |
| Dusty environment (>4mg/m3) | N | | | | |
| Noise (over 80dBA) | N | | | | |
| Hand held vibration tools (=>2.5 m/s2) | N | | | | |
| Other General Hazards/ Risks | | | | | |
| VDU use (> 1 hour daily) | Y | | | | X |
| Heavy manual handling (>10kg) | N | | | | |
| Driving | Y | | | X | |
| Food handling | N | | | | |
| Night working | N | | | | |
| Electrical work | N | | | | |
| Physical Effort | Y | X | | | |
| Mental Effort | Y | | | X | |
| Emotional Effort | Y | | | | X |
| Working in isolation | Y | | X | | |
| Challenging behaviour | Y | | | X | |