

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Maternity Support Worker
Reports to	Direct line manager
Band	Band 3
Department/Directorate	Maternity - Child and Women's Health

JOB PURPOSE

The purpose of the Senior Maternity Support Worker (SMSW) role is to work in collaboration with the multi-disciplinary team in order to provide safe and holistic care to women and their babies. The SMSW will work with women, new-born babies and their families under the direct and indirect supervision of relevant registered clinical staff to organise and deliver clinical care.

The post is rotational; SMSWs work day and night duty across the appropriate service areas including antenatal inpatient or outpatient care, intrapartum inpatient care and postnatal inpatient and outpatient care. The post holder will work within their competency and will be expected to complete the appropriate skills and training defined in their skills passport.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The postholder is accountable for upholding Trust values ensuring the standard of their work reflects a caring, compassionate and conscientious approach. Not all duties are routine and the postholder will need to work with the team to responsibly receive details of daily duties and prioritise the completion of tasks safely and efficiently.

Be aware of own professional limitations and develop practice through reflection, mentorship and appraisal.

Successfully complete the relevant competencies and knowledge/skills documents within the first six months of employment. Attend all statutory and mandatory training as and when required.

Participate in annual individual performance review process, whereby objectives will be agreed, performance monitored and personal development needs discussed.

Identify own training and development needs and undertake appropriate training/education as required.

KEY WORKING RELATIONSHIPS

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

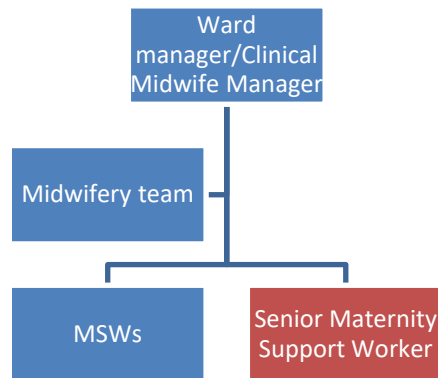
Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> Midwives, Obstetricians, Anaesthetists, Neonatologists, Neonatal Nurses and Theatre team. 	<ul style="list-style-type: none"> Social care, GP teams and Health Visitors.

- Medical and Surgical teams, nurses and therapist teams.
- Administrative staff

• Support agencies including Domestic Abuse, Mental Health and Safeguarding.

ORGANISATIONAL CHART



FREEDOM TO ACT

The postholder will work autonomously, in line with Trust Policies and Standard Operating Procedures under the direction of the designated Registered Midwife (RM).

The post holder should raise concerns or any matter outside of their scope of competence, to the Registered Midwife or appropriate person.

Utilises knowledge of best practice standards to implement defined / agreed care pathways including the promotion of public health information (within the postholders' competency and Trust guidance). This will include but is not limited to infant nutrition, preparation for procedures and parentcraft of the new-born.

COMMUNICATION/RELATIONSHIP SKILLS

Contributes positively to a culture of team working, maintaining effective working relationships to maximise quality of care.

Convey an approachable and professional attitude to all mothers and their families.

Communicates clearly and accurately, acting sensitively and compassionately with women and their families in all settings, with particular attention to any barriers to understanding and displaying empathy in complex care situations.

Support women and their babies during admission, orientation and discharge in accordance with local policy and guidance.

Provide support to labouring women if asked to do so, and under the supervision of the midwife.

Support women and their families with the transition to parenthood, including teaching parenting skills and promoting bonding.

Promote a culture of health and wellbeing by providing public health information and advice appropriate to the postholders' role and actively engaging with public health initiatives.

Contribute effectively to the multi-disciplinary team in the planning and delivery of complex care packages for women and babies. This will include supporting women with complex social needs and those who have had obstetric emergencies or high-risk births.

Act reliably; relaying complex, sensitive or contentious information to the appropriate person in an effective and timely manner, whilst maintaining women's confidentiality.

Report or escalate any concerns you may have with women under your care in line with local policy and guidance in a timely manner.

Demonstrates appropriate assertiveness and ability to challenge others when concerns about clinical care are recognised.

ANALYTICAL/JUDGEMENTAL SKILLS

Identify possible signs of mental ill health and/or emotional distress, documenting and escalating concerns to the appropriate lead clinician.

Is vigilant for cues that are possible indicators for safeguarding concerns including Domestic Abuse, substance or alcohol misuse, documenting and escalating concerns to the appropriate lead clinician.

Measure, calculate and document and report blood loss; recognise when it is abnormal and escalate to the appropriate clinician in a timely manner. Escalate any variance or discrepancy in the estimation of blood loss.

Calculate and document accurately the fluid balance chart.

Recognise and report any abnormal events or emergencies to the multidisciplinary team through the appropriate means, in a timely manner.

PLANNING/ORGANISATIONAL SKILLS

Understands the SMSW's scope of practice and works within own competence and authority.

Manage own time effectively whilst prioritising the holistic needs of individual women and their babies.

Ensure the working order of equipment, reporting any concerns, faults or breakages to the appropriate person, in a timely manner.

Preparation of clinical areas appropriate to their function including birthing environment, theatre, antenatal and postnatal clinical settings.

PATIENT/CLIENT CARE

Notices and responds appropriately to the changing needs of the woman and her family.

Utilises a range of clinical information and baseline observations in woman and babies to confirm wellbeing, reporting these findings to a registered practitioner and escalating where wellbeing is not confirmed in a timely manner.

Assist in the nutrition and hydration needs of women.

Support women with good bladder care, removal of catheter and disposal of equipment following infection control policy.

Act as chaperone when requested to do so by the midwifery or obstetric team.

Within the postholders' competency, prepare women for procedures including LSCS, instrumental delivery, perineal suturing and manual removal of placenta. This will include and is not limited to correct application of AE stockings and completion of relevant actions in the pre-operative checklist.

Support women during clinical procedures, including attending to any personal hygiene needs as necessary.

If required, could act as a runner in obstetric theatres, carefully ensuring all necessary checks and documentation are completed to ensure safety is maintained. Escalate any concerns about incorrect count of swabs or instruments.

Transport and store blood products in keeping with local policy.

Support women with prompt mobilisation following birth and/or surgical procedures including leg exercises and breathing exercises.

Supporting women in their choice of infant feeding, and have awareness of the options available.

Provide evidence-based support, assistance and advice to women who are breastfeeding, or are planning to breastfeed.

Support and assist women with artificial feeding in line with local and national policy and guidance.

Provide practical support to new parents when caring for their new-born, whilst promoting safety e.g. safe sleeping practice.

POLICY/SERVICE DEVELOPMENT

Ensure that knowledge of local safeguarding policy and procedure is maintained.

Demonstrates awareness of health and safety initiatives and applies appropriate precautions to minimise risk.

Report any incidents or concerns using the local risk management reporting system, and escalate such concerns or incidents appropriately and in a timely manner. This will include reporting guidelines and processes that require change to improve safety or to meet the needs of women.

Understands the practice and principles of Infection control and adheres to these consistently within sphere of practice.

Be aware of local security procedures including Infant Abduction policy and Domestic Abuse policy.

FINANCIAL/PHYSICAL RESOURCES

Ensure that adequate stock levels are maintained through standard ordering procedure, non-stock requisition and sourcing individualised resources through procurement.

Exercise personal duty of care in the safe use and storage of equipment. Be environmentally aware and prudent in the use of resources and energy. Ensure safe keeping of patient property, in line with Trust policy.

HUMAN RESOURCES

Act responsibly in respect of colleague's health, safety and welfare following safety at work practices, whilst working in compliance with local health and safety policy and guidance.

Recognises and respects equality and diversity, demonstrating an inclusive approach in all environments.

Understands the importance of role modelling and participates in the training and supervision of staff as appropriate to the postholders' competency.

INFORMATION RESOURCES

Ensure that all clinical documentation is accurately, collected, updated, stored and filed in accordance with local information governance and record keeping policy and guidance.

Work closely with administrative staff in order to provide additional support to this service as required.

Tracking, obtain and file clinical records as required, in line with local policy and guidance.

Ensure personal information is managed in line with local information governance procedure and the Safeguarding Children & Adult policy.

Provide administrative support to the maternity team.

RESEARCH AND DEVELOPMENT

Demonstrates knowledge of and contribution to service improvement activities e.g. audit of standards within the unit appropriate to the postholders' role.

PHYSICAL SKILLS

Undertake and document routine observations on women and babies; escalate any deviation from the normal range to the appropriate member of the multi-professional team.

Perform clinical skills in line with local policy and guidance following completion of the appropriate competency. This may include and are not limited to venepuncture, cannulation or catheterisation.

Perform clinical tests and assessments in line with local policy and guidance following completion of the appropriate competency. This may include and are not limited to blood gas analysis, capillary blood sampling (maternal & neonatal), ECG, TCB, SBR test and CO monitoring.

Undertake the application and removal of dressings as appropriate to the postholders' competency.

The postholder will need to demonstrate keyboard skills to support their own learning and entering information into the patient record system.

PHYSICAL EFFORT

Escort women and their families between clinical areas as required.

Ensure the cleanliness of equipment and environment in relevant clinical and non-clinical areas including the safe management of body fluids, foul linen and chemicals to maintain clean and sterile environments.

Ensures that daily and weekly checks are completed. This will include ensuring a safe environment and emergency preparedness by cleaning and replenishing equipment and stock.

Supports women and their families throughout the maternity pathway with active birth, infant feeding, mobilisation following operative procedures, rapid response to emergencies in all environments and transfer to clinical areas using heavy equipment.

MENTAL EFFORT

The postholder may be required to work a variety of irregular shift patterns, in line with the Roster policy. A continual level of concentration will be required throughout the clinical shifts in order to provide a safe and harm free environment.

Respond appropriately and rapidly to emergencies as part of the MDT response.

This will include and is not limited to

- running to obtain and set up equipment,

- communicating and documenting during a critical event,
- and carrying out safety checks without losing concentration during distressing events.

Maintain a contemporary knowledge base to inform own practice and respond appropriately to women and their families.

EMOTIONAL EFFORT

Implements holistic, culturally sensitive, respectful and non-judgemental care for women with a wide range of needs within a context that is at times highly emotionally charged. Due to the nature of the role, there will be indirect exposure to emotional and occasional exposure to distressing circumstances.

WORKING CONDITIONS

Supports women and their families throughout the maternity care pathway in a variety of settings coping with the environmental hazards associated with various birthing methods, obstetric emergencies and postpartum period. This will include, and is not limited to, blood, faeces, amniotic fluid, urine, body odours, vomit, breastmilk, mucous, pus, haemo-serous fluid, sharps, filthy equipment and swabs.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

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

You are expected to comply with Trust Infection Control Policies and conduct him/herself 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 (DES) if appropriate to role.

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.

PERSON SPECIFICATION

Job Title	Senior Maternity Support Worker Band 3
------------------	--

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> A full practice-based level 3 qualification OR equivalent experience English & Mathematics at GCSE grade A-C (9-4) or level 2 functional skills 	X X	
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Basic computer/keyboard skills. Fine motor skills – for venepuncture, phlebotomy and other clinical tasks Healthcare competencies including maternal and neonatal observations, capillary blood testing and cannulation. Infant feeding knowledge and skills in line with BFI standards. Knowledge of role of circulating nurse in theatres Good interpersonal and communication skills. Understands the need for strict confidentiality. Working knowledge of complex care needs of some families including Safeguarding Children & Adults, Domestic Abuse and Mental Health. Able to prioritise and organise work. Able to work under instruction, under pressure and as part of a team. Record keeping competency in handwritten and electronic records. 	X X X X X X X	X X X X
EXPERIENCE <ul style="list-style-type: none"> Previous experience in a care environment or able to demonstrate a caring nature/ life experience. Previous experience in a maternity healthcare environment 	X X	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances. Able to manage stress in themselves and others. Able to offer support at times of emotional distress. Willingness to undertake new skills and training Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels. Able to work as a team member or independently Ability to adapt behaviour to changing and challenging situations. To be flexible, adaptable, reliable and punctual 	X X X X X X X X	
OTHER REQUIREMENTS <ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required. 	X X	

<ul style="list-style-type: none">• Works well in a busy environment• Must be able to work unsocial hours and have a flexible approach to work.	X X	
--	--------	--

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				x
Contact with patients	Y				
Exposure Prone Procedures	Y				X
Blood/body fluids	Y				X
Laboratory specimens	Y				x
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y				x
Respiratory sensitisers (e.g. isocyanates)	Y	x			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				x
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)	Y				X
Driving	Y			X	
Food handling	Y				X
Night working	Y				X
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	Y			X	
Challenging behaviour	Y				X