

JOB DESCRIPTION

JOB DETAILS	
Job Title	Maternity Support Worker
Reports to	Direct Line Manager
Band	Band 2
Department/Directorate	Maternity - Child and Women's Health

JOB PURPOSE
<p>The purpose of the Maternity Support Worker (MSW) role is to work in collaboration with the multi-disciplinary team in order to provide a safe environment that enhances the delivery of holistic care to women and their babies and promotes the health and wellbeing of those within maternity services.</p> <p>The MSW 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.</p> <p>The post is rotational. MSWs work day and night duty across the appropriate service areas including antenatal inpatient or outpatient care, intrapartum inpatient care and postnatal inpatient 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.</p>

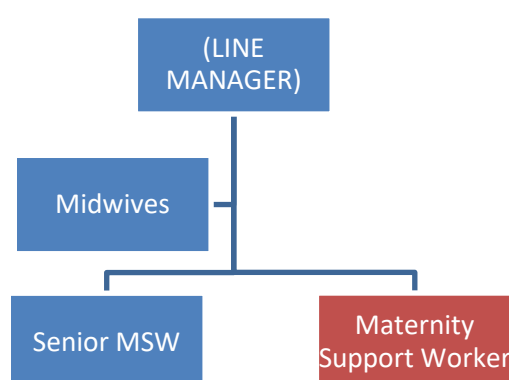
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> The postholder is accountable for upholding Trust values ensuring the standard of their work reflects a caring, compassionate, welcoming and conscientious approach. Not all duties are routine and the postholder 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 be accountable and act within agreed standards of practice at all time. Undertake cleaning of ward areas and equipment ensuring the environment is cleaned and stocked according to the relevant guidance e.g. Infection Control Policy. Supporting women with personal hygiene as appropriate to their situation. Emptying of catheter bags/ bedpans accurately recording this on the fluid chart and entering on the records. Report any relevant information concerning the wellbeing of a mother or baby to the midwife in charge including any safeguarding concerns. Assist in the provision of meals and refreshments, ensuring facilities are available for women to have access to drinks at all times. Support women in their choice of feeding. Supporting the collection of routine samples e.g. Urine sample.

KEY WORKING RELATIONSHIPS
<p>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 will deal with the wider healthcare community,</p>

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, Paediatricians, Paediatric nurses and Theatre team. • Medical and Surgical teams, nurses and therapist teams. 	<ul style="list-style-type: none"> • Social care, GP teams and Health Visitors. • Support agencies including Domestic Abuse, Mental Health and Safeguarding.

ORGANISATIONAL CHART



FREEDOM TO ACT

Utilises knowledge of the established protocols and standard operating procedures key to the service to implement defined care pathways, within scope of practice and skills knowledge, as directed by registered staff and under their supervision.

COMMUNICATION/RELATIONSHIP SKILLS

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

Answer the telephone, door and patient call bells in a prompt, timely and professional manner.

Communicate sensitively 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 promoting bonding.

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.

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

Report or escalate any concerns you may have with any care, equipment or other resources you identify.

ANALYTICAL/JUDGEMENTAL SKILLS

Escalate any concerns you have in relation to the physical or psychological wellbeing of women to the appropriate lead clinician.

Escalate any concerns for safeguarding including Domestic Abuse, substance or alcohol misuse to the appropriate lead clinician.

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

PLANNING/ORGANISATIONAL SKILLS

Manage own time effectively whilst prioritising care needs for 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 inpatient and outpatient clinical settings.

Ensure stock levels are maintained and used in rotation.

PATIENT/CLIENT CARE

Assist in the nutrition and hydration needs of women.

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

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

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

POLICY/SERVICE DEVELOPMENT

Ensure knowledge of how to report any incidents or concerns using the local risk management reporting system, and escalate such concerns or incidents appropriately and in a timely manner.

Be conversant with the local infection control policy, whilst ensuring mandates are adhered to at all times.

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

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

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.

Participate 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 Safeguarding Children & Adult policy.

Provide administrative support to the maternity team.

RESEARCH AND DEVELOPMENT

Participate in the audit of standards within the unit appropriate to the postholders' role.

PHYSICAL SKILLS

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, on foot, in a wheelchair or in a bed.

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, mobilisation following operative procedures, rapid response to emergencies in all environments and transfer to clinical areas using heavy equipment.

In an emergency assist with the evacuation of a woman from a birthing pool using the recognised methods and techniques.

MENTAL EFFORT

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.

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.

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	Maternity Support Worker
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> English and Mathematics at GCSE grade D or level 1 functional skills or equivalent relevant experience Level 2 healthcare qualification or equivalent Care Certificate 	E	D D
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Basic computer/keyboard skills. Fine motor skills Healthcare competencies including maternal observations Infant feeding knowledge and skills in line with BFI standards. Good interpersonal and communication skills. Understands the need for strict confidentiality. Basic knowledge of the 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. 	E E E E E E E	D D D
EXPERIENCE <ul style="list-style-type: none"> Previous experience in a care environment Able to demonstrate a caring nature/ life experience. 	E	D
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 Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels. 	E E E E E	
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. Works well in a busy environment Adaptable/ flexible Good time keeping Ability to travel to other locations as required. Must be able to work unsocial hours and have a flexible approach to work. 	E E E E E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		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
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)	N				
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		