

JOB DESCRIPTION

JOB TITLE:	Maternity Support Worker
PAY BAND:	Band 2
DEPARTMENT/DIVISION:	Obstetrics & Gynaecology-Division 2
BASED AT:	
REPORTS TO:	Maternity Matrons
PROFESSIONALLY RESPONSIBLE TO:	Midwife Coordinator/Ward Manager
LAST UPDATED:	

JOB PURPOSE:

The role of the Maternity Support Worker (MSW) is to support the delivery of high quality safe care to women and babies. The MSW will be a competent individual, working as a member of the Midwifery team, following appropriate competency based training. The MSW will work within in/direct supervision of a registered Midwife but still be guided by the midwife's expertise, within the remit of their role. The MSW will work with individual women, families and in group settings throughout the pregnancy and the postnatal period.

The MSW will undertake a range of duties including: personal care of women and babies, providing information and advice on self-care, infant care and initiating breastfeeding, health promotion, clerical, educational and housekeeping duties to ensure the smooth running of the Midwifery team.

KEY WORKING RELATIONSHIPS:

Internal:

Midwives
Ward Managers/Team Leader
Maternity Matrons
Practice Development Midwife
Medical Staff
Clerical Staff
Porters
Housekeepers
Hotel Services

External:

MAIN DUTIES & RESPONSIBILITIES:

Communication:

- To establish and maintain excellent interpersonal skills and effective communication between the midwifery and multidisciplinary team, women and their families
- To follow written and verbal instructions from the registered midwife in relation to the care of the woman and baby
- To clearly document all care given to the woman and baby in accordance with the Trust's guidelines, maintaining charts as necessary
- To respect the confidentiality of information at all times
- To ensure that complaints or concerns are escalated to the midwife in charge as soon as possible
- To participate in team meetings and to be an effective member of the team.
- To work in collaboration and partnership with multi agency and multidisciplinary teams.

Clinical: General

- To provide specific clinical care tasks (e.g. IV cannula and urinary catheter removal, emptying catheters, obtain urine samples and urinalysis) under direction of the midwife and after appropriate training.
- To undertake maternal observations including: temperature, pulse, blood pressure, saturations, MEWS, weight. Report any deviations from the normal range to the midwife.
- To perform neonatal observations of Temperature, Heart rate via Pulse oximetry testing, on a low risk baby, reporting any deviations from the normal range.
- To obtain baby urine samples in the hospital setting only.
- To promote good hand hygiene and minimise the spread of infection. Take personal responsibility and accountability for own infection prevention and control practice.
- To support and observe the woman and baby through the ante/postnatal and intrapartum period, reporting to the midwife any changes or information concerning the wellbeing of the woman and/or baby.
- To take emergency action as necessary to safeguard women and babies, to bleep medical staff or put out a crash/fire call as necessary.
- To assist with basic baby resuscitation e.g wrap and dry baby/access resuscitator.
- To provide caring support to mothers and partners and be able to cope with sensitive and emotional circumstances if they occur.
- To undertake carbon monoxide monitor screening, offering basic support and advice and referring to the smoking cessation services under the direction of the registered midwife.
- To assist the mother with practical care of the baby e.g. nappy changing, top and tailing, bathing, eye and cord care.

- To assist the mother with her chosen method of feeding the baby, including giving advice and information on breast feeding to meet 'baby friendly' standards.
- To demonstrate the principles of sterilization and safe preparation of artificial milk feeds.
- To inform and promote positive parenting in relation to the transition to parenthood through health education e.g. prevention of SIDS and by working in line with the public health agenda.
- To welcome women and their relatives attending appointments and contribute to the admission and discharge process by orientating them to the environment. To assist with the visiting process.
- To comply with trust policy on security by checking that correct patient identification is followed by checking patient details and that wrist labels are in place.
- To ensure cleanliness and tidiness of the environment is maintained at all times. This includes preparation of bed areas/rooms, cleaning equipment following discharge and transfer, safe disposal of soiled linen and tidying general areas
- Providing advice and support to mothers and assist with their personal hygiene as required.
- To actively support the midwife with the discharge process for the smooth transfer of the woman and baby home.
- To perform venepuncture(as required)
- To perform Glucose tolerance tests under the direction of the midwife.
- To prepare equipment, setting up instruments and assist the midwife with procedures as required.
- To undertake the circulatory role in obstetric theatres and obtaining and processing cord blood samples.
- To fetch and carry items between wards and departments as required.
- To generate growth charts.
- To assist in the service provision of meals and drinks.
- To support the safekeeping of patient property in accordance with Trust policy.

Administration/Clerical

- To access the computer to input data by case note tracking, and updating maternity data systems e.g. PMS2
- To answer telephone queries in a timely and friendly manner, referring to the midwife as appropriate.
- To assist in the monitoring and restocking supplies/prepare pregnancy information including leaflets, some of which may need photocopying/maintain display boards.
- To be responsible for maintenance of adequate stock levels of supplies, stationery and other non-medical equipment.

General Activities:

- To report any safeguarding concerns immediately to the registered midwife.
- To respond to urgent or emergency situations.
- To comply with Trust policy on newborn security (to include the birth centre).
- To comply with the Trust corporate policies.

- To ensure own actions contribute to the maintenance of a quality service.
- To contribute to and work within a safe working environment, reporting any incidents.
- To adhere at all times to the Trust's uniform policy.
- To work flexibly across midwifery services as required.
- To provide interpreting services between the woman and the midwife, if the post holder speaks the relevant language.

Learning & Development:

- To actively participate in the Trust's appraisal system.
- To undertake learning and development activities (including mandatory training) in order to maintain competency.
- To exhibit professional behavior and attitude at all times. Demonstrate excellent customer service skills.
- To recognize own level of competence and limitations to ensure safe practice.
- To act as a mentor to new starters and other Support staff.

Clinical Governance and Audit:

- To assist and support in the continual review, development and improvement of maternity service by partaking in Quality Auditing processes.
- To participate in Clinical incident reporting.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

GENERAL INFORMATION:

TRUST VISION AND VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; **building healthier lives**. Our values apply to every member of staff. They are working in partnership with others to provide safe, appropriate care and improve outcomes (**Collaborative**); being transparent in all that we do, communicating openly, inclusively and with integrity (**Honest**); taking personal and collective responsibility for the way in which we deliver care (**Accountable**); being responsive, creative and flexible, always looking for ways to do things better (**Innovative**); treating everyone with compassion, dignity and professionalism (**Respectful**).

TRUST POLICIES AND PROCEDURES

The post-holder will be required to comply with all policies and procedures issued by and on behalf of University Hospitals Birmingham. In addition if the post-holder is required to work at other organisations premises they must adhere to the specific policies relating to the premises in which they work.

CLINICAL GOVERNANCE & RISK ASSESSMENT

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

DATA PROTECTION

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

EQUAL OPPORTUNITIES AND DIVERSITY*

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

University Hospitals Birmingham the post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

HEALTH AND SAFETY *

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other members of staff and visitors.

The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects of his/her work, it should be brought to the attention of his/her manager/supervisor and/or Trade Union Safety Representative.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

FLU PANDEMIC OR MAJOR INCIDENT

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

NO SMOKING POLICY

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust's premises nor in any vehicle used on Trust Business. Members of staff must adhere to the Trust's Uniform Policy and therefore any uniforms must be covered whilst smoking.

PUBLIC SERVICE USER AND CARER INVOLVEMENT

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patients experience is the catalyst for doing things differently to improve the way we deliver services.

UNTOWARD INCIDENTS

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.

SAFEGUARDING

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.

REVIEW OF THE ROLE

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within the Trust's management agenda and priorities. Although this is a list of the key responsibilities of the post it is expected that the post holder and manager will develop and define the detail of the work to be undertaken.

The Trust is committed to equal opportunities, providing opportunities for flexible working and is a no smoking organisation.

*** Please delete the appropriate Equal Opportunities statement and Health and Safety statement dependent upon the level of the job description being compiled.**

Name of Post Holder:

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Signature of Post Holder: Date:

Name of Manager:

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Post Title of Manager:

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Signature of Manager..... Date:

PERSON SPECIFICATION

Post: Maternity Support Worker	Division: 2
Location/Department: Obstetrics & Gynaecology	Date:

All candidates will be considered on their ability to meet the requirements of this person specification.

	Criteria Please state if essential (E) or desirable (D). (Only essential criteria will be considered when undertaking the job evaluation process)	How Identified e.g. Application Form/Interview/Presentation/Test
General Education and Qualifications e.g. G.C.S.E, N.V.Q., G.N.V.Q., A/O Levels	<ul style="list-style-type: none"> • Educated to GSCE English and Maths or equivalent (E) • Good numeracy and literacy skills (E) • NVQ 2 in Health & Social care (E) • NVQ 3 in Health & Social Care (D) • Basic IT skills (D) 	<p>Application form</p> <p>Application form</p> <p>Application form</p> <p>Application form</p>
Professional Qualifications e.g. CIPD, AAT,RGN, Degree, Masters, PHD		
Experience e.g. writing business plans, budget management experience, significant clinical experience	<ul style="list-style-type: none"> • Have at least 6 months experience of working in a health care setting (E) • Personal experience of using IT systems (E) • Experience of caring for women and babies (D) 	<p>Application form</p> <p>Application form</p> <p>Interview/Applicati on form</p>
Skills/Abilities e.g. Report Writing, Minute Taking, Shorthand	<ul style="list-style-type: none"> • Ability to speak community languages ie Arabic, Somalian, Urdu/Punjabi, Bengali, Pushto, Romanian (D) 	<p>Interview/Applicati on form</p>
Knowledge Depth and extent of knowledge E.g. Technical, Financial	<ul style="list-style-type: none"> • Knowledge of basic parenting skills (D) • Evidence of breast feeding support training (D) • Evidence of basic life support (D) 	<p>Interview/Applicati on form</p> <p>Application form</p> <p>Application form</p>
Personal Attributes e.g. Reliable,	<ul style="list-style-type: none"> • To work well within a team (E) • Has a caring and friendly manner (E) • Must be flexible and reliable (E) 	<p>Interview</p> <p>Interview</p> <p>Interview</p>

Punctual	<ul style="list-style-type: none"> • Self-motivated, eager and enthusiastic team player (E) • Ability to work using own initiative (E) • Can prioritise and organise workload (E) • To follow instructions and delegate tasks (E) • Ability to work under minimal supervision (E) • Has a genuine interest in women's health care (E) • Has a good telephone manner (E) • Ability to maintain accurate paperwork (E) • Ability to feedback to delegating midwife (E) • To communicate effectively with women, staff and visitors (E) • To form good working relationships across the multidisciplinary team (E) • Maintain confidentiality across all areas of work (E) 	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>Other Factors e.g. ability to work shifts, ability to drive, etc</p>	<ul style="list-style-type: none"> • Committed to personal development through continued training and development (E) • Ability to carry out duties associated with the post i.e. manual handling (E) • Ability to work the full range of shifts as necessary (E) • Satisfactory occupational health and DBS clearance (E) 	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application form</p>