#### JOB DESCRIPTION

**1. JOB DETAILS**

|  |  |
| --- | --- |
| **Job Title:** | **Maternity Housekeeper** |
| **Band:** | **2** |
| **Base** | ***……Insert name of Trust……*** |
| **Department / Portfolio** | Maternity |
| **Reports to:** | ***…….Name of the manager ………*** |
| **Accountable for** | Own practice and standards and support changes and improvements within maternity services |

**2.** **JOB PURPOSE**

Maternity housekeepers provide support to teams who provide direct care for women, babies and their families throughout their maternity journey, working specifically to support the creation of safe environments that enhance service delivery and promote the health and wellbeing of those within maternity services

Uses general skills to enhance the service offered to women and their families across a range of aspects of maternity service delivery under the close supervision of a registrant, ordinarily a midwife, nurse or Level 4 practitioner

The post holder is expected to undertake a set of defined competencies. Support will be given to employees to further develop their skills and explore pathways for progression where appropriate. This job description is directly linked to [The Maternity Support worker Competency, Education and career Development Framework](https://www.hee.nhs.uk/sites/default/files/document/MSW_Framework_MayUpdate.pdf) set out by Health Education England (HEE). This may be particularly relevant to employees who are looking to progress and prepare them for entry into further study.

**2.1** **JOB SUMMARY**  
  
Level 2 maternity housekeepers work alongside registered practitioners and other members of the maternity care team who provide direct delivery of care to women and their families accessing hospital-based services. Level 2 maternity housekeepers may undertake basic care tasks, as part of routine care for women and their babies, and for which they have been appropriately trained. Where they do so, they will follow planned care programmes whilst being closely supervised by a registered or Level 4 practitioner.

The role holder will take responsibility for improvements in their own performance and will support changes and improvements within the service. They take responsibility for the completion of tasks delegated to them.

The role holder should be able to recall, comprehend and make use of basic facts, processes and core ideas. They have an underlying awareness of contemporary public health and health promotion initiatives, policy and legislation, and of ethical and legal issues relevant to their scope of role.

The role holder can solve routine problems and make straightforward judgements within familiar areas of practice. They can solve limited problems using simple rules and tools, escalating concerns when necessary. They can perform basic care, technical, administrative or scientific tasks in a narrow and defined area. They will be required to record information in appropriate documentation, including where support has been sought from suitably qualified practitioners or where concerns have been escalated. They will hold responsibility for the care of equipment and resources used by the team in which they work. They are able to perform simple audits or surveys relevant to their work area.

The role holder will demonstrate self-directed development to ensure they are able to practise in accordance with established protocols and standard operating procedures under close, but not continuous, supervision. They recognise the importance of positioning women and families at the centre of care. Within the scope of their role, they recognise their limitations and present themselves in a credible and competent manner.

**3. MAIN DUTIES AND RESPONSIBILITIES:**

* Develops and maintains positive relationships, respects the woman’s and her families’ wishes, with kindness, compassion, and empathy.
* Complete all mandatory training
* Should be trustworthy, provide woman centred care and support, and take ownership for mistakes by reporting concerns or errors to a registered practitioner in a timely manner.
* Recognises the Maternity Housekeeper scope of practice within national frameworks and demonstrating NHS Constitution values, asking for guidance when unsure.
* Understands main principles of team working and can define their own role and role of others
* Supporting maternity services such as inpatient areas, clinics, DAU, triage with:
  + Filing, locating notes
  + Preparing documentation
  + General housekeeping
  + Stock rotation
  + Ordering
  + Supports hydration and dietary needs of women and babies
  + Documentation on fluid balance charts
  + Preparing women and chaperoning for clinical examination, screening and immunisations
  + Wash and dress women and babies
  + Supports mobilisation of women
  + Make beds
  + Ensures comfort needs are met
  + Basic care tasks-excludes observations that monitor wellness

**4. KEY WORKING RELATIONSHIPS AND COMMUNICATION**

|  |  |
| --- | --- |
| **Internal to the Trust** | **External to the Trust** |
| * Multi-disciplinary teams * Maternity Housekeeping team * Trust board * Working groups | * Support in community where required |

**Finance**

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

**Confidentiality**

* All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust’s disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

**Equal Opportunities**

* *….Insert name of Trust….* is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
* Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

**Corporate Governance**

* The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive’s Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
* One of the controls assurance standards relates to Health & Safety. Under the Health & Safety as Work Act 1974, all of us have a duty:
  + To take reasonable care of ourselves and others at work; and
  + To co-operate in meeting the requirements of the law.

Further details are available from the Trust’s Health & Safety Advisors.

**Safeguarding**

The …. name of Trust…. has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults.  The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control.  It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care.  All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding.  All employees would be fully supported in raising any safeguarding concerns.  All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

**Our vision, mission and values**

*Insert trust values………………………………..*

**7. RIDER CLAUSE**

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):------------------------------------------- Date:-----------------------------------

Print name (Employee):---------------------------------------------------------------------------------

***……Insert name of Trust…… aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.***

**PERSON SPECIFICATION**

**POST: Level 2 Maternity Housekeeper**

**BAND: 2**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\***Assessment will take place with reference to the following information

A=Application form I=Interview T=Test C=Certificate

|  |  |  |  |
| --- | --- | --- | --- |
| **Area** | **Essential** | **Desirable** | **Assessment** |
| **Values and Behaviours** | | | |
| **ESSENTIAL CRITERIA FOR ALL POSTS** |  |  |  |
| Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes | **√** |  | **A/I** |
| Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care | **√** |  | **A/I** |
| Value diversity and difference, operates with integrity and openness | **√** |  | **A/I** |
| Treating others with compassion, empathy and respect | **√** |  | **A/I** |
| Share information openly and effectively with patients, staff and relatives | **√** |  | **A/I** |
| Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others | **√** |  | **A/I** |
| Uses evidence to make improvements, increase efficiencies and seeks out innovation | **√** |  | **A/I** |
| Actively develops themselves and others | **√** |  | **A/I** |
| Be a role model for others | √ |  | **A/I** |
| **Qualifications** | | | |
| No formal qualifications required, however commitment to undertake further education |  |  | **A/I** |
| **Knowledge and Experience** | | | |
| Previous experience within health and social care desirable but not essential. |  | √ | **A/I** |
| Commitment to Level 2 Role Development | √ |  | **A/I** |
| **Skills and Capabilities** | | | |
| Maintain confidentiality at all times | √ |  | **A/I** |
| Understand consent and how to gain it | √ |  | **A/I** |
| Personable and interested in empowering women and their families to safely and effectively care for themselves and their families. | √ |  | **A/I** |
| Problem solving skills and ability to respond to sudden unexpected demands |  | √ | **A/I** |
| Basic literacy and numeracy skills | **√** |  | **A/I/T/C** |
| Ability to undertake forward planning and an ability to anticipate and resolve problems before they arise |  | **√** | **A/I/T** |
| Communication skills | **√** |  | **A/I/T** |
| Can demonstrate teamwork as well as independent working | **√** |  | **A/I/T** |
| Leadership skills - Must be able to prioritise own work effectively and be able to direct activities of others. Work within and motivate team members | **√** |  | **A/I/T** |
| Compliance with Trust policies, Standard operating procedures and Guidelines | **√** |  | **I/T** |
| Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales | **√** |  | **I** |
| Prepared to escalate appropriately and in a timely manner | **√** |  | **A/I** |
| Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships in day-to-day working practices | **√** |  | **A/I** |
| **Personal Attributes** | | | |
| Experience of working in a busy environment |  | **√** | **A/I** |
| Adaptability, flexibility and ability to cope with uncertainty | **√** |  | **A/I** |
| Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions | **√** |  | **A/I** |
| Professional calm and efficient manner | **√** |  | **A/I** |
| Effective organisation and prioritisation skills | **√** |  | **A/I** |
| Demonstrates a strong desire to improve performance and make a difference | **√** |  | **A/I** |
| Attention to detail | **√** |  | **A/I/T** |
| Highly motivated with ability to influence and inspire others | **√** |  | **A/I** |
| Ability to work independently | **√** |  | **A/I** |
| Reliable and honest | **√** |  | **A/I** |
| Respect Diversity | **√** |  | **A/I** |