**JOB DESCRIPTION**

1. **JOB DETAILS**

|  |  |
| --- | --- |
| **Job Title:** | **Maternity Support Worker** |
| **Band:** | **4** |
| **Base** | ***…….Insert name of Trust………*** |
| **Department / Portfolio** | **Maternity** |
| **Reports to:** | **Matron, Ward Managers and Team Leaders** |

1. **JOB PURPOSE**

The Maternity Support Worker (MSW) will primarily work alongside the Midwives and other specialty teams in both the hospital and the community setting.

MSWs use additional skills within focused aspects of service delivery to enhance the service offered to women and their families; working alongside, but under the guidance of, practitioners at all levels from across the multidisciplinary team including, but not limited to obstetricians; midwives; ultrasonographers; physiotherapists and advanced nurse practitioners.

**2.1 JOB SUMMARY**

* Assists and delivers care throughout pregnancy, birth, and postnatal periods​
* Highly trained and developed to be able to provide clinical care under distant supervision or independently within agreed SOPs​
* Work with the wider MDT professional groups across all service settings including Obstetricians, Midwives, Sonographers, Physiotherapists etc.​
* Can be a point of contact for women and families​
* Provide physical, psychological and emotional care and support​

**3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:**

Activities include:

* 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
* Routine maternal and neonatal observations
  + BP
  + Temperature
  + Respirations
  + Urinalysis
  + Weighing
* Maternal phlebotomy
* Neonatal bloods
* Infant feeding support
* Leading and supporting clinics
* GTT
* Public health promotion and education
* Antenatal classes
* Plans care in partnership with women and registered practitioners
* Training and teaching
* Undertakes appraisals
* Provides discharge advice to women, babies and families from maternity care settings
* Provides specialist support to women and families with complex needs
* Leads and coordinates support worker teams
* Uses initiatives to make service improvements
* To be able to raise the appropriate help in an emergency.
* Ensure that a mother’s privacy is maintained and that dignity and freedom of choice is enhanced.
* Complete all mandatory training
* To participate in any other duties that you may be asked to undertake by senior maternity staff if appropriate to the role.

Educational needs

* Care certificate​
* Level 2 English and Maths​
* Level 3 Diploma in Healthcare or equivalent​

**4. KEY WORKING RELATIONSHIPS AND COMMUNICATION**

|  |  |
| --- | --- |
| **Internal to the Trust** | **External to the Trust** |
| • Multi-disciplinary teams  • Trust board  • Working groups | * Working in Maternity hubs and undertaking home visits where required in the role |

**5. OTHER RESPONSIBILITIES**

**Management**

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**

The Trust is aiming to promote equal opportunities. 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.

Members of 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 *……..(insert name of Trust here)……..*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 trusts values here ……………………………………………………*

1. **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 3 Midwifery Support Worker**

**BAND: 4**

**\***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** | | | |
| 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 |
| Treats others with compassion, empathy and respect | √ |  | A/I |
| Shares 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 |
| **Qualifications** | | | |
| * 5 GCSEs or equivalent * 3 A-Levels or equivalent * Certificate of Higher Education or equivalent experience * Advanced Level Apprenticeships   Commitment to completing care certificate | √ |  | A/I/C |
| **Knowledge and Experience** | | | |
| Previous experience in patient contact position in Maternity care | √ |  | A/I/C |
| Knowledge of acute hospital and or community setting | √ |  | A/I |
| **Skills and Capabilities** | | | |
| Numeracy and literacy skills | √ |  | A/I/T/C |
| Good communication skills | √ |  | A/I |
| Computer skills including excel and Microsoft | √ |  | A/I/T/C |
| Excellent telephone skills | √ |  | A/I |
| **Personal Attributions** | | | |
| Used to working in a busy environment and under pressure | √ |  | 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 |
| Methodical and an effective organizer / prioritisation skills | √ |  | A/I |
| Attention to detail | √ |  | A/I |
| Ability to work independently | √ |  | A/I |
| Punctual | √ |  | A/I |
| Team worker | √ |  | A/I |
| Confidence to liaise with other members of the multi-disciplinary team and be courteous, patient and helpful at all times. | √ |  | A/I/T |
| Reliable and honest | √ |  | A/I |