# **Job Description**

Job title:Maternity Housekeeper

Department**:** Maternity Unit

Band**:** 2

Base**:**

Responsible to:Ward Manager/Team Leader

## Our values

Our vision is **‘To be amongst the best’** and our Trust values are **PIVOTAL** in helping us to achieve this aim.

We expect all our staff across the Trust to demonstrate, promote and encourage these values.

Our values are: xxxxxx

## Role description

The Level 2 Maternity Housekeeper 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.

## Scope of role

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.

## Educational requirements

On employment

Minimal clinical experience within health and social care settings and evidence of values associated with NHS constitution and a commitment to Level 2 role development including completion of Care Certificate.

### At two years of employment

### 

* Level 2 Diploma in Healthcare
* Level 2 English and Maths
* Care Certificate

### Training

* On appointment or within 12 weeks of commencing the MSW will have or complete the Care Certificate.
* On appointment or within 2 years of commencing employment will have or complete the National Vocational training (or equivalent) at level 2.
* The MSW will complete in-service training in accordance with personal needs, and those of the service, in relation to the post.
* The MSW will complete mandatory training as required by the East and North Hertfordshire NHS Trust and national legislation.
* The MSW will identify areas of personal development required and escalate these to her line manager.
* The MSW will, once competent, participate in the training of new MSWs, students and other junior staff, as required.

## Job Summary

**The band 2 Maternity Support Worker (MSW) works as part of the wider multidisciplinary team carrying out a range of tasks that focus on housekeeping, administration and the personal care of mothers and babies. They will work in a range of maternity settings under the direct supervision of a midwife. They will support a friendly, nurturing and welcoming environment for service users, and their families. Within all areas they will contribute to the provision of woman centred, personalised care. This will include promoting continuity of care.**

**The MSW, under the supervision of the registered midwife, will support the mother and her family in making informed choices around their care, including infant feeding of their baby.**

### Leadership

The post holder will take responsibility for improvements in own performance within familiar work contexts and will support changes and improvements within maternity services. They take responsibility for the completion of tasks that are delegated to them.

### Contextual knowledge

The post holder is 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.

### Process knowledge

The post 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.

### Personal and professional values and behaviours

The post 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.

## Principle core responsibilities/competencies

The MSW will:

Assist in the assessment of health care needs, undertaking roles and responsibilities that have been delegated by the registered midwife.

Under the supervision of the registered midwife or nurse participate fully in the delivery of planned care, including:

* Provide information to enable the effectiveness of care to be evaluated and records maintained
* Involve women and carers/relatives in the delivery of care
* Provide reassurance support to women and carers/family
* Work collaboratively with others in the ward to ensure that needs of the woman and baby are met
* Recognise and respond appropriately to urgent and emergency situations

### Housekeeping

The MSW will:

* Maintain a clean and tidy environment, to support a healthy, safe environment and promote effective infection control as per Trust IPC guidelines, including
  + monitoring and disposal of sharps bins
  + management of blood spillages
  + undertake general cleaning of all furniture, fittings and medical equipment in all clinical areas, including cleaning and making beds and sterilising infant feeding equipment
* Ensure any deficits in stock levels or equipment are reported and addressed via the agreed communication lines to the shift leader, ward housekeeper or line manager.
* Re-stock and order equipment and stationery and ensure there are adequate levels of stationery and any appropriate patient information/leaflets within the clinical area, escalating any deficits or issue to the shift leader/line manager.
* The MSW will support maintenance of ward equipment by undertaking routine equipment checks, including
  + complete fridge temperature checks
  + check condition of O2 and suction equipment, both wall and cylinder
* Ensuring that broken equipment/ furniture or structural issues are reported to the shift leader/Ward Manager, as appropriate and use Trust reporting systems to get the issue resolved, including
  + support the distribution and collection of meals as required.
  + assist transfer of clinically well, non-labouring women between clinical areas.

### Care of the woman

Following training and competency assessment the MSW will:

* Support the women with personal hygiene, including
  + Oral hygiene
  + Vulval toilet
  + Post operatively
  + Catheter care

Following training and competency assessment the MSW will:

* Undertake maternal vital signs, and record on the MEOWs charts, report concerns or deviations from normal range.
* Recognise generic signs of signs of ill health in mothers and report these to the midwife
* Obtain urine samples and undertake urinalysis
* Accurately record mother’s oral fluid intake and output along with urine output on fluid balance chart
* Accurately calculate mother’s body mass index and records this in the appropriate areas within maternal records and electronic systems.
* Using the appropriate technique measure and apply thromboembolic deterrent stockings (TEDS)
* Using appropriate aseptic none touch technique and in line with local infection control guidance independently undertake:
  + removal of indwelling urethral catheter
  + removal of intravenous cannula

### Care of baby

Following training and competency assessment the MSW will support mothers and their partners in the care of their new babies, including:

* Washing baby or supporting mothers and partners to bathe baby
* Changing the baby’s nappy or supporting the mothers and partners to do so
* Provide reassurance to new mothers, their families and birthing partners
* Support thermoregulation of baby (dress/wrap in blankets/adjust room temp)

### Infant feeding

Following training and competency assessment the MSW will:

* Promote skin-to-skin with healthy babies and their mothers or partners
* Inform parents about the benefits of breastfeeding
* Support positioning and comfort of the woman whilst she is breastfeeding
* Support effective positioning and attachment of the baby whilst breastfeeding
* Support parents to formula feed including:
  + demonstrating how to make up formula and the risks associated with this
  + explaining storage and maintenance of formula feeds
  + explaining the principles of demand bottle feeding

## Specialist roles

Following training and competency assessment the MSW will:

* Assist doctors with performing abdominal ultrasound scans
* Assist doctors with performing transvaginal scans

### Labour and delivery areas

Following training and competency assessment the MSW will:

* Provide reassurance and support to labouring women, new mothers and birthing partners
* Clean, fill, and maintain birthing pool to correct temperature, in line with local guidelines and infection control procedures

### Theatre

Following training and competency assessment the MSW will:

* Support women and birthing partners during procedure
* Set up non-sterile equipment
* Handle and package specimens. However, the labelling and completion of the forms remains the responsibilities of the midwife or doctor

### Administration and record keeping

Following training and competency assessment the MSW will:

* Access and print pathology results. However, the responsibility to interpret and act upon the result remains with the midwife or nurse.
* Input booking/discharge/labour data into electronic maternity systems and/or Lorenzo
* Retrieve booking /discharge/ labour data into electronic maternity systems and/or Lorenzo.
* After completion of clinical care ensure that these actions are recorded accurately and complete all records at the time or as soon as possible after an event.
* Participate in the organisation of appointments for both mother and baby.
* Participate in the admission and discharge of women and babies from the clinical areas ensuring all appropriate documentation is completed.
* Undertake discussion of routine discharge information.
* Participate in collection of data for local audits.

### Managerial/Leadership

The MSW will:

* Develop own practice and offer suggestions for improving services
* Ensure the effective and efficient use of resources
* Maintain health, safety and security and report any concern

### Quality/Clinical Governance

The MSW will:

* Ensure compliance with legislation, policies and procedures
* Report any concern regarding the care of women or babies
* Participate in service user and public involvement activities
* Support people’s equality, diversity and rights

### Organisation Chart

## Other responsibilities

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

## Supplementary information

This job description will be reviewed on an annual basis with the post holder as part of the appraisal process.

### Confidentiality

Attention is drawn to the confidential aspects of this job and your personable responsibility and liability under the Data Protection Act 1998. Matters of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998 and General Data Protection Regulation 2018.

### Health & Safety

The job holder is required to take reasonable care of his/her own health and safety and that of other people who may be affected by his/her acts of omissions at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

### Sustainable Development

Our Trust recognises the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

* Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption.
* Being a good community role model and supporter of the local economy.
* Providing excellent value for money.
* In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally responsible organisation. You recycle at home, we ask that you do the same simple things at work.
* When you can, use public or inter-site transport, cycle between sites and claim for mileage.
* Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust.
* Always switch off lights, PCs and other electrical appliances when not in use.
* Don’t waste water.

### Safeguarding

Employees must at all times have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

### Infection control statement

Take individual responsibility to ensure working practice is safe.

### Equal opportunities policy statement

The Trust believes that discriminatory practice against employees or potential employees is unacceptable. The Equal Opportunities Policy is intended to ensure that no job applicant or employee suffers direct or indirect discrimination with the Trust. The Trust also believes that sexual and racial harassment is unacceptable and is committed to ensuring such behaviour is eliminated. The Trust will act to support its staff in situations where clients’ or visitors’ behaviour towards them is contrary to the spirit of this policy. Legislation gives legal force to this policy statement.

### Staff Involvement

The Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions which affect them and their working conditions.

They should develop and implement communication systems that ensure that staff are well informed and have an opportunity to feedback their views.

All managers should engender a culture of openness and inclusion so that their staff feel free to contribute and voice concerns.

### Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. This job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Post Title: Maternity Support Worker** | | **Department/Division: Unplanned Care: Maternity Department** | |
| **Band: 2** | | **Job Reference No:** | |
| **Completed by:** | | **Designation:** | **Date:** |
| **Requirements** | **Essential** | **Desirable** | **Test Criteria:**  A = application  I = Interview  P = Presentation |
| **Qualifications/Training**  Professional qualifications  General training qualifications  Other specific attainments | * NVQ level 2 or equivalent * Minimum level 2 qualification in Literacy and Numeracy * Wiliness to undertake Care Certificate | * Basic education * Care certificate * GCSE Grades A-C or equivalent in English and Maths | A  Sight of original certificates |
| **Previous Experience**  Work experience  Technical experience  Previous level of responsibility | * Previous experience in health care setting | * Previous experience in midwifery setting * Previous experience of working in teams | A  I  P  References |
| **Skills**  Specific skills required, eg  Leadership  Organisational  Communication  Other | * Ability to communicate in a variety of settings with service users and their families, with varying levels of understanding * Self-motivated * Flexibility and team participation * Basic IT skills- ability to use keyboard or willingness to develop | * Understanding of quality and change in the clinical setting * Familiar with Microsoft Office | A  I  P  References |
| **Knowledge**  Technical  Professional  Specialist job related | * Understanding of the requirements of the role * Understanding of NHS issues |  | A  I  P  References |
| **Other requirements**  **Ability to demonstrate how personal behaviours can positively impact on the Trust’s reputation:**  Puts patients first  Strives for excellence & continuous improvement  Values everybody  Is open and honest  Works as a team | * Good attendance record |  | A  I  P  References |

|  |  |
| --- | --- |
| Our values: XXXX | |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |