North West London

Local Maternity System

# Job Description

# A picture containing building, bridge Description automatically generatedBand 3 Maternity Support Worker

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| **Version** | **Reviewed by** | **Date** |
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***In collaboration with:***

London North West University Healthcare NHS Trust

Imperial College Healthcare NHS Trust

The Hillingdon Hospitals NHS Foundation Trust

Chelsea and Westminster Hospital NHS Foundation Trust

# Women and Children’s Division

## Job Description

**Job Title: Maternity Support Worker (MSW)**

**Grade: Band 3**

**Department: Maternity-Hospital/Community**

**Post: Rotational**

**Responsible to: Line Manager/ Band 7 Team Leader**

**Accountable to: Matron for Maternity Services**

## Job summary

The primary role of the Maternity Support Worker (MSW) is to assist, support and work in collaboration with the midwife and the wider multidisciplinary team; in order to provide a safe and holistic approach to women centred care.

The midwife is ultimately responsible for the care of the mother and her new-born(s), and it is under the direct or indirect supervision of the midwife that the MSW assists with and provides care following completion of any relevant or appropriate training. The post is rotational and the employee will be provided with appropriate training for the clinical setting in which they are working. These settings include antenatal inpatient or outpatient care, intrapartum inpatient care and postnatal inpatient and outpatient care

The post holder is expected to undertake a set of defined competencies; including the ‘care certificate’. This certificate ensures the minimum standards for the role are met and can further be incorporated into a ‘skills passport’. ‘Support will be given to employees to further develop their skills and explore pathways for progression where appropriate.

This job description may be particularly relevant to employees currently working at Band 2/3 who are looking to progress and prepare for entry into a programme of further study or development.

## Non-clinical responsibilities

1. Assist with the admission, orientation and discharge of women and their babies in accordance with local policy and guidance.
2. Ensure that all clinical documentation is accurately, collected, updated, stored and filed in accordance with local information governance and record keeping policy and guidance.
3. Work closely with administrative staff to provide additional support to this service as required.
4. Participate in tracking, obtaining and filing clinical records as required, under instruction and in line with local policy and guidance.
5. Provide administrative support to the maternity team, both in the hospital and community settings.
6. Manage own time effectively whilst prioritising care needs for women and their babies under care under the direction of the midwife.
7. Act reliably; relaying messages to the appropriate person in an effective and timely manner, whilst maintaining women’s confidentiality.
8. Convey an approachable and professional attitude to all mothers and their families.
9. Communicate effectively with women and their families in all settings, with particular attention to providing updates on any delays or changes to their care.
10. Ensure that knowledge of local safeguarding policy and procedure is maintained.
11. Ensure the working order of equipment, reporting any concerns, faults or breakages to the appropriate person in a timely manner.
12. Report any incidents or concerns using the local risk management reporting system and escalate such concerns or incidents appropriately and in a timely manner.
13. Successfully complete the ‘care certificate’ competency booklet within the first six months of employment.
14. Identify own training and development needs and undertake appropriate training/education as required.
15. Be aware of own professional limitations and develop practice through reflection, mentorship and appraisal.
16. Attend all statutory and mandatory training as and when required.
17. Participate in annual individual performance review process, whereby objectives will be agreed, performance monitored and personal development needs discussed.
18. Be conversant with the local infection control policy, whilst ensuring mandates are adhered to at all times.
19. 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.
20. Participate in the audit of standards within the unit if appropriate.

## Clinical responsibilities

1. Responsibly receive details of daily duties from the midwife, and use own discretion when prioritising care, under direction and supervision.
2. Undertake routine observations (and escalate any deviation from the normal range) to the named midwife or appropriate member of the multi-professional team.
3. Support women during clinical procedures, including attending to any personal hygiene needs as necessary.
4. Assist /act as a runner in obstetric theatres.
5. Provide support to labouring women if asked to do so, and under the supervision of the midwife.
6. Supporting women in their choice of infant feeding and have awareness of the options available.
7. Provide evidence-based support, assistance and advice to women who are breastfeeding, or are planning to breastfeed.
8. Support and assist women with artificial feeding in line with local and national policy and guidance.
9. Recognise and report any abnormal events or emergencies to the multidisciplinary team through the appropriate means, in a timely manner
10. Perform venepuncture in line with local policy and guidance following completion of the appropriate competency.
11. Assist with the transportation of blood products if asked to do so, and have an awareness of the storage requirements.
12. Assist in the maintenance of good bladder care, removal of catheter and disposal of equipment following infection control policy and to document accurately the fluid balance.
13. Undertake neonatal observations under direct and indirect supervision and escalate any deviations from the normal range appropriately, and in a timely manner, following the completion of competency practical and theoretical training.
14. Observe the overall wellbeing of the newborn and escalate any concerns to named midwife or multi-professional team in a timely manner.
15. Provide practical support to new parents when caring for their newborn, whilst promoting safety in both the hospital and home setting.
16. Act as chaperone when requested to do so by the midwifery or obstetric team.
17. Escort women and their families between clinical areas as required.
18. Undertake newborn blood spot screening, following successful completion of the appropriate competency, as directed by the midwife. Ensure the midwife has gained consent for the newborn blood spot screening to be taken, and that consent is also gained from the mother by yourself prior to undertaking the procedure.
19. To complete the relevant documentation for screening test performed in the maternity records.
20. To assist or perform serum bilirubin ratio (SBR) test, following successful completion of appropriate competency as directed by the midwife.
21. Assist women with mobilisation following surgical procedures and remove of dressings or cannula under direction of the midwife.
22. Assist in the nutrition and hydration needs of women.
23. Assist the midwife in the delivery of the women’s care, including the promotion of public health information. Sign posting to women the local and national services available.
24. Ensure the cleanliness of equipment in all clinical and non-clinical areas and assist the midwife in appropriately preparing the birthing environment.
25. Ensure adequate stock levels are maintained in all clinical settings, and equipment is available; escalate any depletion of stock or resources in a timely manner.
26. Assist in stocking up and cleaning all home birth team equipment if required.

## Community

1. Work under the guidance for a lone worker in the community in line with local policy.
2. Manage own caseload under instruction / supervision of the midwife in the community setting.
3. Report or escalate any concerns you may have with women under your caseload in line with local policy and guidance.
4. Support women and their families with the transition to parenthood, including teaching parenting skills and promoting bonding.
5. Once training and assessment of competence is obtained MSW to be involved in carrying out tasks and planned care as designated by a registered midwife.
6. To give regular handover of care to the named midwife all areas of care completed in practice.
7. To attend homes in the community to complete postnatal care of both mother and baby as appropriate. (adhering to the lone worker policy within trust)
8. To recognise any deterioration in mental and emotional wellbeing and respond appropriately, escalating to named midwife.
9. Participate in health promotion activities including diet, smoking cessation and breast feeding. (For example, signposting to local service appropriately as per policy guidance).
10. To be aware of Child Protection issues and refer issues of concern to registered midwife.
11. To assist in the teaching of parent and health education within designated classes and on an individual basis
12. To liaise with the registered midwife with any areas of concern and inform of the timing of the next planned visit.
13. To be aware of the current policy and service frameworks for mental health (e.g. Capacity Act, Deprivation of Liberty Safeguards and Mental Health Act); the impact they have on interventions including rights of people using services or giving formal or informal support and the role of advocacy.
14. To be aware of peri-mental health issues and the appropriate referral pathway and to escalate to multi-disciplinary team and concerns noted within home or hospital setting.

## Additional information

**Confidentiality**

The post holder is required not to disclose such information, particularly that relating to staff. All employees are subject to the Data Protection Act 1998 and must not only maintain strict confidentiality in respect of patient and staff records, but the accuracy and integrity of the information contained within. The post holder must not at any time use personal data held by the Trust for any unauthorised purpose or use any confidential information relating to the business affairs of the Trusts, unless expressly authorised to do so by the Trust.

**Health and Safety**

The post holder must co-operate with the management in discharging responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for his or her own health and safety, and that of others. The post holder must also ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

**Equal Opportunities**

The post holder is required at all times to carry out responsibilities with due regard to the Trust’s Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

**Risk Management**

All staff has a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to, co-operate with any investigation undertaken.

**Infection Control**

It is the responsibility of all staff to recognise their role in maintaining a safe environment for patients, visitors and staff to minimise the risk of avoidable Healthcare Associated Infection. Employees are responsible for ensuring that they are fully aware of the Trust’s Infection Prevention and Control policies and the post holder will undertake infection control training on an annual basis.

**Safeguarding statement**

The Trust is committed to and has a duty to make arrangements to safeguard and promote the welfare of children, young people and vulnerable adults (Children Act, 1989 and 2004; Safeguarding Vulnerable Groups Act, 2006). Staff groups will have different training needs to fulfil their duties, depending on their degree of contact with children, young people and vulnerable adults and on their level of responsibility. Each employee has a responsibility to cooperate with their manager in attending the relevant training and to adhere to safeguarding legislation, local policy and processes.

**Security**

Staff must wear their identity badges at all times to assist in maintaining the security of the hospital; be observant and not afraid to enquire of people as to their business in the hospital. Any suspicious behaviour must be reported to the security Officer, manager, or the support services Dept.

**Conflict of Interests**

You may not, without the consent of the Trust, engage in any outside employment and in accordance with the Trust’s Conflict of Interest Policy you must declare to your manager all private all private interests, which could result in personal gain as a consequence of your employment position within the Trust. Interests that might appear to be in conflict should also be disclosed.

In addition to the NHS Code of Conduct and Standards of Business conduct for NHS staff (HSG93/5) require you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation), or in an activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust either on employment or subsequently whenever such interest is gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position, which may give rise to conflict between your private patient’s interest and your NHS duties.

**Code of Conduct for Professional Groups**

All staff is required to work in accordance with their professional groups’ code of conduct (e.g. NMC, GMC, DoH, Code of Conduct for Senior Manager).

I confirm this job description has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

**Post holder’s Signature ……………………………..**

**Print name ……………………………………………….**

**Date ……………………………………………………….**

**Line Manager's Signature …….……………………..**

**Print name ……………………………………………….**

**Date ……………………………………………………….**

## Personal specification

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| **Criteria for**  **selection** | **Essential Requirements** | **Desirable Requirements** | **Assessment Method** |
| Qualifications | -GSCE( A-C) English and Maths, or equivalent qualification  -- NVQ Level 3 in Health care or equivalent experience  - Commit to undertake in-house training | -Foundation Degree Maternity Pathway  -Care certificate | -Application form  -Pre-assessment  -Interview |
| Experience | -Previous experience of working with members of the pubic | -One year’s formal maternity care experience in a hospital/birth centre  -Experience of using hospital patient record system  -Experience of working in an acute hospital setting  -Experience of providing high quality care | -Application form  -Interview |
| Skills | -Approachable manner with good interpersonal skills  -Good written and verbal communication skills  -Numerate  -Ability to prioritise workload  -Ability to work without direct supervision  -Understanding of the role and own professional boundaries  - able to identify when to escalate issues/concerns  -Ability to work as part of team and to liaise with colleagues in other disciplines  -Demonstrate attention to detail  -IT / computer skills |  | -Application form  Interview |
| Knowledge | -Understanding of Safeguarding issues  -Awareness of Health and Safety issues  -Knowledge and understanding of data protection confidentially |  | -Application form  Interview |
| Other | -Adaptable and flexible approach to work  -Positive attitude to training and development  -Ability to work 24-hour shift pattern, including weekends and bank holidays | -Full driving Licence | -Interview |

Approved by: Manager

Agreed with: Employee