# Job Description

Job title:Senior Maternity Support Worker

Department**:** Women’s and Children’s

Band**:** 4

Base**:**

Responsible to:Matron

Accountable to:Head of Midwifery/Gynaecology

## 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

Level 4 MSWs utilise enhanced skills across the range of maternity services to support specialist and multidisciplinary teams including, but not limited to: midwives, health visitors, safeguarding lead nurses, mental health nurses, psychologists, psychiatrists, social workers, general practitioners, prison officers and other key and peer-support workers.

## Scope of role

Level 4 MSWs support the delivery of integrated maternity services to women and their families during pregnancy, labour and the postnatal period. This role is an extension of the Level 3 MSW. The role holder will liaise with a number of community and hospital-based services to enhance the service offered to women and their families through the direct delivery of care, and as a point of contact for support or signposting. Level 4 MSWs are key members of the maternity team, providing support to women and families who have complex care and support needs.

## Educational requirements

### Entry

* RQF L3 qualifications. A minimum of 2 A Levels or equivalent or
* Significant clinical experience within health and social care settings relevant to role and evidences values associated with NHS constitution and commitment to L4 role development including completion of Care Certificate (if required).

### Exit

* Level 4/5 Apprenticeship/Foundation Degree
* Level 2 English and Maths
* Care Certificate

### Training

* The Maternity Support Worker will hold a minimum of 2 A Levels or equivalent as well as a minimum of Level 2 functional skills in literacy and mathematics.
* 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), including maternity specific modules, at level 4.
* 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 their line manager and undertake an annual appraisal with their line manager
* The MSW will, once competent, participate in the training of new MSWs, students and other junior staff, as required.

## Job Summary

A Senior Care Support worker who:

1. **Behaves in a professional manner and ensures effective communication with colleagues, women and their families.**
2. Works to promote individualised care, specific to the needs of the woman and her family, acting as her advocate within the multidisciplinary team in the absence of the midwife.
3. Whilst working under the supervision of the designated midwife and part of a multidisciplinary team, undertakes the direct care and appropriate interventions to maximise a positive client experiences and promote the physical and mental health and wellbeing of the mother and baby.
4. Participates in the collection and recording of written and electronic data, in line with Trust guidelines and policies.
5. Works in partnership with clients and professionals both internally and external to the Trust to provide an effective network of care for the clients in their care.
6. Identifies and escalates deviations from normal when undertaking care.
7. Participates in delivering National Health objectives and initiatives.
8. Acts as an advocate for the department, in promoting respectful and flexible team working across areas.
9. Proactively, consistently and meaningfully demonstrates the Trust values in their day-to-day interactions with colleagues and service users.

### Contextual knowledge

The role holder will have a detailed knowledge of the scope of their role and that of others within the multidisciplinary team. This will include cross professional knowledge which will enhance intra and inter-professional team working. Through their practice, they will apply a working knowledge of contemporary public health and health promotion initiatives, legal and ethical frameworks, and demonstrate understanding of wider health and social care issues and policy that impacts upon service delivery and provision.

### Process knowledge

The role holder will have enhanced skills in their area of work, which may include specialist practice areas. They will demonstrate a high degree of technical proficiency and contextual knowledge whilst undertaking both routine and complex tasks and activities. They will make judgements requiring comparison and evaluation of options to inform decision making and effectively perform their role. They will be required to document appropriately, detailing actions taken, where support has been sought from suitably qualified practitioners, referrals have been made or where concerns have been escalated. They engage in, recommend, promote and lead audits or surveys to support service improvement.

### Personal and professional values and behaviours

The role holder will be able to independently plan individual and team tasks or activities, prioritising own workload and ensuring effective and appropriate delegation and referral to others. They will apply and promote the principles of woman and family centred care in all aspects of their practice. They will demonstrate self-directed development, working within standard operating procedures, protocols and their scope of role at all times. They will assume the role of mentor or teacher within their area of practice and in relation to the scope of the other’s role. Recognising limitations within own role and practice, the Level 4 MSW will exercise appropriate autonomy and present themselves in a credible and competent manner at all times.

## Principle core responsibilities/competencies

Having undertaken and successfully completed the agreed training requirements and competency assessment the following form the band 4 core responsibilities and competencies, which include the core roles and responsibilities of both the band 3 and 4.

### Care of woman

* To actively participate in the recognition and prevention of maternal illness and respond effectively in an emergency situation.
* To assist mothers with postnatal exercises.
* To arrange and process microbiological specimens.
* To obtain maternal capillary blood sample for glucose analysis, in line with Trust policy and guidelines.
* To independently undertake venepuncture in line with national standards and local policy.
* To independently undertake intravenous cannulation.
* To independently remove epidural catheter.
* To ‘Rub up’ contraction during management of postpartum haemorrhage.
* To apply suprapubic pressure during management of a shoulder dystocia.
* To assist midwife in undertaking adult basic life support.
* To use the Haemacue, when asked, to assess the haemoglobin level of a woman, in line with national standards and local policy.
* To undertake group health promotion teaching as agreed with ward/departmental managers, in line with national frameworks and initiatives.
* To actively participate in the recognition and prevention of domestic abuse, both physical and mental, reporting any suspicions to the ward manager.
* To promote healthy lifestyles, including smoking cessation, exercise and diet, drug misuse in line with national recommendations and Government initiatives.
* To undertake routine postoperative care, within Trust and local policies and guidelines.

### Care of baby

* To weigh the baby
* To complete identification and security of the baby, in collaboration with the midwife.
* To discuss with the mother normal appearance and range of changing stool and micturition in the health term newborn.
* To provide and advises parents on eye care for baby.
* To undertake and document, using NEWTT Chart, routine healthy baby observation (hospital/community), reporting abnormalities to the midwife.
* To recognise and report to midwife potential signs of neonatal jaundice.
* To advise mother on care of umbilical cord and surround area and recognise and escalate abnormalities to midwife.
* To obtain capillary blood sample via heel prick to undertake Newborn Blood Spot testing.
* To process umbilical cord blood sample for cord gases.
* To gather urine sample.
* To actively participate in the recognition and prevention of neonatal illness and respond effectively in an emergency situation.
* To assist midwife with neonatal resuscitation.
* To actively participate in the recognition and prevention of child abuse, both physical and mental, reporting any suspicions to the ward manager.

### Infant feeding

To support breast feeding in line with Baby Friendly principles and local policy and guidelines, including assisting women to:

* Undertake bonding activities
* Undertake skin to skin
* Express breast milk
* Use a breast pump
* Cup feed healthy, term neonate
* Syringe feeding of expressed breast milk

### Managerial/leadership

* To develop own ~~p~~ractice and offer suggestions for improving services.
* To line manage other MSWs and support staff, as delegated.
* To ensure the effective and efficient use of resources.
* To maintain health and safety and security and report any concern.
* To report incidents, and near misses, as set out in local and Trust guidance, via the DATIX reporting system.

### Administration

* To accurately data input and retrieval into/from computer systems including;
	+ ICE i.e., retrieving test results
	+ CMIs,
	+ Lorenzo
	+ any other relevant electronic record systems
* To request investigations, when competent to undertake obtaining the sample required i.e., blood samples, MSU and skin swabs.
* To maintain contemporaneous and accurate records of actions taken and care offered.
* To make client appointments in line with agreed care pathways and guidelines and record these in the agreed manner.
* To undertake follow up of women who do not attend (DNA) appointments, in line with Trust guidelines and policy.

## Specialist tasks

### Theatre tasks

* To support the midwife in the woman’s preparation for transfer to theatre.
* To run in theatre.
* To document times and personnel present in theatre records for each procedure.
* To undertake WHO checklist.
* To Count swabs and needles in instrumental/operative delivery.
* To Undertake scrub role in theatre.

### Delivery suites and midwife birthing unit

* To count swabs and needles used for normal vaginal delivery and midwife-led repair of perineal trauma.
* Applying transcutaneous electrical nerve stimulation machine (TENS) for a woman in labour.

### Health Promotion

* Promote healthy living through the provision of information and advice on nutritional health and smoking cessation.
* Provide information, advice, and one-to-one support to vulnerable or high-risk mothers in respect to public health, breast/formula feeding, parenting skills, and family adjustment.

### Bereavement

* In cases of bereavement, assist families through provision of information and support.

### Community

The MSW will undertake the following activities, following appropriate training and assessment:

1. To undertake A/N BP checks at home and feedback to midwife.
2. To support the midwife within the antenatal clinics by undertaking the following roles;

Bookings:

* Measurement of height, weight, and BMI.
* Generation of the Grow Chart.
* Perform baseline observations and urinalysis.
* Assess CO levels and record in maternal notes.
* Support the woman to complete the booking leaflet.
* Take booking bloods.
* Undertake initial outline explanation of screening tests.
* Discuss health advice around food, exercise, food hygiene, personal hygiene (GAS), chickenpox, rubella, immunisations in pregnancy.
* Complete data entry.
* To make client appointments in line with agreed care pathways and guidelines and record these in the agreed manner.
* To follow up on women who DNA, in line with agreed care pathways and guidelines and record these in the agreed manner.
* Take and follow up on blood and microscopy tests-feed this information back to the midwife to assess findings.

To undertake group health promotion teaching as agreed with team leader/departmental managers and following appropriate training, including but not exclusively:

* 1:1 and Group teaching, including bonding, skin to skinandPublic Health based health promotion
* Smoking cessation
* Mental Health support
* Baby Brain
* Safe sleeping
* Choice of place of birth
* Bottle feeding
* Nutrition advice
* Exercise advice
* Domestic violence advice
* Offering specific 1:1 for vulnerable groups i.e., women with learning difficulties, safeguarding parenting issues

To support midwives attending a birth by:

* Setting up equipment
* Undertaking maternal observations
* Initiating skin to skin and feeding
* Supporting maternal/infant bonding
* Maintain fluid balance
* Weigh baby and label
* Undertake initial observations on baby
* Observing baby to detect problems i.e., breathing colour and movements
* Undertake Blood glucose monitoring, when required
* While supporting the midwife in providing care in labour, recognise normal patterns of labour and, at the midwife’s request, call for help
* Support the midwife in performing emergency drills and interventions
* Undertake data entry
* Be the second person at a homebirth where the woman is defined as at low risk of complication and is receiving care within guidelines

To support the midwife in providing postnatal care by:

* Running drop-in sessions offering:
	+ breast feeding support
	+ baby weighing
	+ advice on baby care
* Offering 1:1 breast feeding and bottle-feeding support within the woman’s home or the ward area
* Participate in mental health monitoring and support
* Participate in safeguarding assessments and support
* Undertaking, at the midwife’s request:
	+ Blood glucose monitoring on babies
	+ Transcutaneous bilirubin monitoring on babies
	+ Newborn blood spot tests on babies
	+ Maternal HB checks
* Providing information on immunisations to support informed choice
* Undertake data entry
* Participate in the discharge of women and babies, ensuring all appropriate documentation is completed
* To facilitate support groups, including parent education, specialist support groups, i.e., diabetes and breast feeding, and undertake tours of the department if required.
* To accept delegated tasks in line with area of work, once competent to do so.

## Other responsibilities

* To report broken, damaged or missing items of equipment. To inform the midwife in charge and to seek replacement equipment as necessary
* To follow local and national guidance regarding infection control guidelines and challenge poor practice when it is observed
* Be conversant with, and adhere to, the policies and procedures laid down by the trust.
* Ensure attendance at mandatory training and undertake an annual appraisal with line manager
* To report incidents, and near misses, as set out in local and Trust guidance, via the DATIX reporting system.
* To act as a role model for their colleagues and peers, recognising the impact of personal behaviour on the culture and performance of the department, and the experience of service users.

## 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**

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| **Post Title: Senior Maternity Support Worker** | **Department/Division: Maternity Department** |
| **Band: 4** | **Job Reference No:** |
| **Completed by:** | **Designation:** | **Date:** |
| **Requirements**  | **Essential**  | **Desirable** | **Test Criteria:**A = ApplicationI = InterviewP = Presentation |
| **Qualifications/Training** Professional qualificationsGeneral training qualificationsOther specific attainments | * RQF L3 qualifications.
* A minimum of 2 A Levels or equivalent
* Functional Skills Level 2 in Maths and English or equivalent
* Commitment to Level 4 role development including completion of Care Certificate
 | * NVQ level 4 or equivalent
* Care Certificate
 | ApplicationSight of original certificates |
| **Previous Experience** Work experienceTechnical experiencePrevious level of responsibility | * Significant clinical experience within health and social care settings relevant to role and evidence values associated with NHS constitution
 | * Familiar with hospital systems and technology
 | ApplicationInterviewReferences |
| **Skills** Specific skills required, e.g.LeadershipOrganisationalCommunicationOther | * 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
* Demonstrates effective application of problem solving and planning skills and a broad skill base related to their practice.
* The ability to work within a multidisciplinary team effectively
* Understanding of quality and change in the clinical setting
 | * Familiar with Microsoft Office including Excel
 | ApplicationInterviewReferences |
| **Knowledge** TechnicalProfessionalSpecialist job related | * The applicant possesses specific knowledge to inform their understanding of the job role and knowledge related to tasks or activities within their scope of work
* They must demonstrate an awareness of contemporary public health and health promotion initiatives, including where legal and ethical issues are relevant to their scope of role
* They must show a knowledge of the national and local maternity agenda
 |  | ApplicationInterviewReferences |
| **Other requirements** **Ability to demonstrate how personal behaviours can positively impact on the Trust’s reputation:**Puts patients firstStrives for excellence & continuous improvementValues everybodyIs open and honestWorks as a team | * The applicant is able to make fact-based judgements requiring a comparison of options to effectively perform tasks and activities.
* The applicant is motivated to continue personal development and development of new skills sets, as required by the service.
* The applicant has a good attendance record in previous jobs/ training
 |  | Interview References |