

REF CODE:

**PORTSMOUTH HOSPITALS NHS TRUST  
JOB DESCRIPTION**

<b>Job Group:</b> : Nursing and Midwifery	<b>FOR OFFICE USE ONLY</b>
<b>Job Title:</b> Maternity Support Worker	<b>Position No:</b>
<b>Directorate/ CSC:</b> Womens and Childrens Clinical Service Centre	<b>Approved Matching Classification</b>
<b>Existing Grade:</b> 2	<b>Job Analysis</b>
<b>Unit:</b> Maternity Services	<b>Job Evaluation</b>
<b>Base Location:</b> Matrnity Services for Portsmouth Hospitals NHS Trust	<b>Pay Band code:</b> XN02
<b>Reports to:</b> Midwifery Team Leader	
<b>Accountable to:</b> Senior Midwifery Manager	<b>Entered By:</b> MJH

**Job Purpose**

1. To work as a member of the maternity services delivering excellence in Caring, House-keeping & clerical duties to all women and their families who require the services of the Women and Childrens CSC.

**Key Dimensions**

- a. **Budgets** – to be aware of finances with in the NHS
- b. **Staff** – Demonstrate own activities and workplace routines to new or less experienced employees

*Enter the level of training below - delete the field if the job holder does not need to complete the Passport to Manage programme.*

**Passport to Manage**

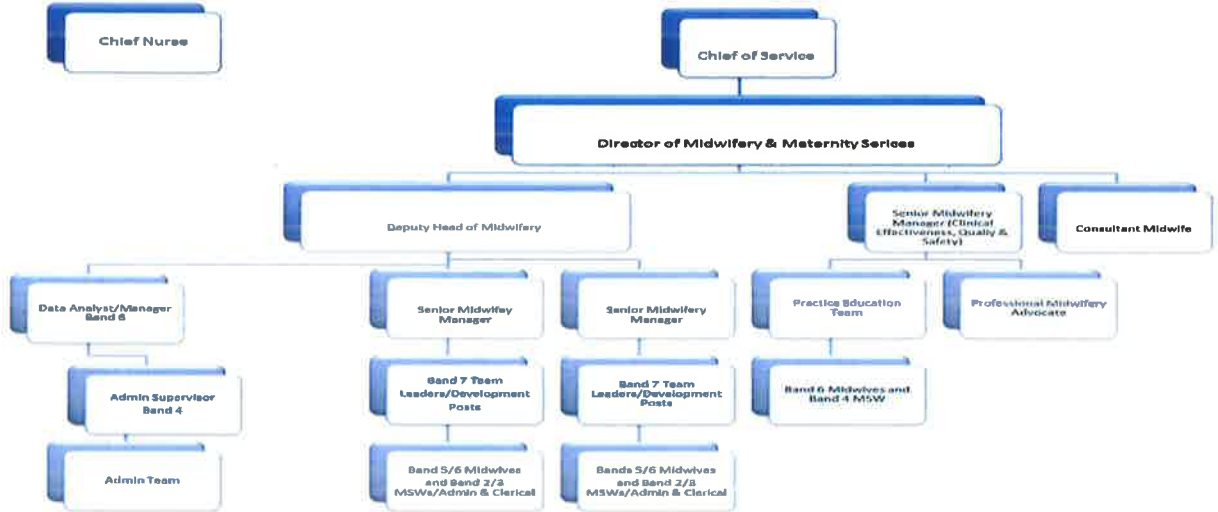
We are proud to support staff with a competency framework that is designed to equip staff with the skills and knowledge to become effective managers and leaders.

Level required for post – not applicable to this post

[Please click here for further information about the Passport to Manage programme.](#)



# ORGANISATIONAL CHART



### Trust Organisational Expectations

The post holder will:

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all Women, visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
8. If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
9. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
  - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
  - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
  - Challenge poor practice that could lead to the transmission of infection.

Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.



*Working together  
for Patients*



*Working together  
with Compassion*



*Working together  
as One Team*



*Working together  
Always Improving*

### **Shared Core Functions**

1. Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks.
2. Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
3. Ensure that approved budgets are spent effectively and in accordance with agreed procedures
4. Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
5. Build and sustain effective communications with other roles involved in the shared services as required
6. Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
7. Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
8. Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
9. Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
10. Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
11. Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
12. Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives with regard to issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.

**Specific Core functions:** The Maternity Support Worker (MSW) role is a diverse role incorporating elements of clinical care duties, administration and clerical duties and housekeeping duties. The percentage of the MSW time spent on each element of the role will be dependant on the environment for which the post holder is employed (for specific role responsibility by location see appendix 1)

### **Care giving Duties:**

- Within the scope of the role, work collaboratively with the Midwives, the multiprofessional teams, service users and their families to provide care.
- Contribute to the provision of a welcoming environment for staff, women and their families by promoting the Trust Maternity Services as a centre of excellence both internally and externally.
- Demonstrate excellent communication skills by answering the telephone politely and sensitively, recording accurately messages and reports and informing the midwife who is responsible for the womans care.
- Listen and respond sensitively to mothers, their families and visitors and communicate any concerns about women and/or babies to the midwife.
- To carry out designated tasks to the agreed level of competence under minimal/no supervision and to report back to a midwife effectively and within the appropriate timescale.
- Maintain confidentiality in relation to women and their families and staff information consistent with legislation and Trust Policies. All staff are expected to respect the requirements of the Data protection Act 1998.
- Accept delegated responsibility commensurate with individual skills and competencies, able to carry out postnatal care observations, assessments with appropriate referral to the midwife.
- Is able to perform Neonatal and/or Maternal observations competently, record and report appropriately.

- Assist mothers in maintaining their personal hygiene and physical comfort ensuring that privacy and dignity is maintained at all times.
- Promote healthy lifestyles by offering support and information on diet, smoke cessation, substance and alcohol misuse, signposting to the appropriate professional/agency.
- Provide information and evidence-based advice regarding infant feeding, parenting skills and support for all women and their /families.
- Provide support to women who are breast feeding. Recognising common problems and taking appropriate actions such as referral to a band 3 MSW, midwife or Infant Feeding Specialist as necessary.
- To perform clinical investigations , such as urinalysis or blood pressure recordings, on antenatal women, identify abnormalities, document findings and refer to the appropriate Lead Professional. Occasionally required to deal with distressing situations including Safeguarding Children and difficult family situations.
- Participate in activities necessary to ensure safe care is provided and demonstrate ability to recognise obstetric and neonatal emergencies, respond appropriately and effectively. Assist in the emergency resuscitation of women and babies, acting as a scribe when required.
- To ensure resources are used effectively and to suggest the use of suitable alternatives if necessary.
- Ensure the practice of self and others is compliant with the Safeguarding and Vulnerable Adult Policy
- Maintain a non judgemental approach to all, including women and their families as well as colleagues. Promoting the individual's right of informed choice and acknowledgement of personal and cultural beliefs

#### **House-Keeping Duties:**

- Maintain knowledge of own responsibility with respect to infection prevention and control, manual handling procedures, health and safety and what to do in the event of emergencies such as fire and accidents.
- Ensure the work environment is clean and tidy and encourage colleagues and others to keep the environment clean and clutter free.
- Ensure that equipment is cleaned appropriately, timely and waste is disposed of correctly.
- Ensure all equipment is clean maintained to good working order and is available for use
- Ensure all faulty equipment is reported and documented promptly to the appropriate department
- To ensure Health & Safety/Control of Infection standards are maintained within the clinical environment
- To maintain adequate stock appropriate for designated area of work and escalate accordingly to those designated for re-ordering.
- Required to deal with body fluids, soiled linen, as well as infectious material as per trust protocol.

**Clerical Duties:**

- To accurately record clinical information in women's records as appropriate.  
To alert other team members of issues of quality and risk using Adverse Incident Reporting Process.
- Acquire IT skills relevant to area of work and to be able to access a variety of computer based patient Systems.
- To maintain IT skills and seek further training as required.
- Undertake specific organisational and administrative duties as required.
- Alert other team members to issues of quality and risk using Adverse Incident Reporting Process

**Professional Development:**

- Recognise the need to participate in on-going personal development by attending mandatory and statutory training days. Participating fully in the Appraisal and Development Review Process
- Taking part in the orientation/induction of newly appointed Maternity Support Workers and provide support and training to assist them in developing the knowledge and skills required for their role.
- To partake in the Care Certificate and ensure fully competent by week 12 of employment.

**Other**

Job Holders are required to:

1. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
2. Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
3. Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
4. Act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.
5. Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date



**DESIRABLE**

Ability to meet the following competencies

- Assist with antenatal clinics
- Support women with individual personal care needs.
- Providing sound research based advice on Breast Feeding
- Able to offer advice on the preparation of artificial feed and bottle feeding in keeping with the latest research
- Care of baby, meeting hygiene and comfort needs
- Bladder care and care for women with urinary catheters.
- Maternal/Neonatal observations.
- Has successfully completed the Care Certificate.

**Working Together (Trust Values)****For Patients**

- Priorities safety
- Focus on the quality of patient care
- Deliver great customer care and experiences
- Act with professionalism
- Pursue the best outcome
- Take personal responsibility and make no excuses

**With Compassion**

- Compassionate and kind
- Friendly and courteous
- Attentive and helpful
- Protective of patient dignity

**As One Team**

- Listen and hear
- Break down silos and work in partnership internally and externally
- Explain and involve patients and staff in decisions
- Respect everyone's time

**Always Improving**

- Seek and give feedback
- Identify and make improvements to how we do things, however big or small
- Work efficiently, and keep things simple
- Live within our means
- Develop through learning
- Engage, innovate and improve

Interview



Appendix 1

		Caring	Clerical	House-Keeping
<b>MAIN UNIT</b>		<p>To assist in the running of maternity assessment Unit (MAU) Theatre duties following appropriate training. Phlebotomy skills To assist in the care of postnatal Women To assist in the care of women undergoing Caesarian Section Monitoring fluid input &amp; Output/catheter care</p> <p>Perform Neonatal observations Perform Maternal Observations</p>	<p>See Core functions</p> <p>Operate Theatre-man and input accurate data</p>	<p>To share responsibility of maintaining high standards of infection control in all areas. Maintaining a clean environment of all clinical areas. To ensure all cleaning regimes are adhered to and kept up to date. Ensuring all women are provided with or have access to adequate Diet and Fluids</p> <p>Take responsibility to ensure all equipment has been cleaned and checked each shift.</p>
<b>COMMUNITY</b>	Community based MSW will also be required to run antenatal clinics across the service	<p>Phlebotomy skills Maintain own safety and security and act in accordance with Trust lone working policy Actively promote attendance at the antenatal/postnatal clinics Assist with the smooth running of various specialized Antenatal clinics Actively involved in a variety of specialised Clinics. Pre-clerking for Elective Casaerian section ladies</p>	<p>Prepare and book ladies for Induction of labour Re-stocking of all stationary/leaflets/ maternity paperwork Order Linen Ensure all Midwifery clerical packs have been assembled File all specimen results/redirect to appropriate Lead</p>	<p>See Core Functions. Preparing rooms for Women using the service Maintaining a clean environment of all clinical areas To ensure all cleaning regimes are adhered to and kept up to date Ensuring all women are provided with or have access to adequate Diet and Fluids</p>
<b>ANTENATAL CLINIC</b>		<p>To assist the functioning of MAU Actively promote attendance at the antenatal at the antenatal/postnatal clinics Assist with the smooth running of various specialised clinics To travel to peripheral Antenatal Clinics Able to accurately monitor womens blood pressure using a manual Sphigometer and identify deviations from the normal Able to perform Urinalysis and identify abnormalities and report appropriately</p>	<p>Assist with Amnio/ECV Clinics Booking appointments for women accessing a variety of specialised services ie. Nuchals, VBAC, Anaesthetic clinics, &amp; Induction of Labour Accessing patient IT Systems and obtaining results. Contacting women regarding appointments and results Recording Miscarriages/EVAC Preparing grow charts for Antenatal Women Obtaining &amp; Filing relevant results</p>	<p>See Core Funtions</p> <p>Preparing rooms for Women using the service Maintaining a clean environment of all clinical areas To ensure all cleaning regimes are adhered to and kept up to date</p>

