

REF CODE:

**PORTSMOUTH HOSPITALS NHS TRUST  
JOB DESCRIPTION**

<b>Job Group: Nursing and Midwifery</b>	<b>FOR OFFICE USE ONLY</b>
<b>Job Title: Maternity Support Worker</b>	<b>Position No:</b>
<b>Directorate/ CSC: Women and Children</b>	<b>Approved Matching Classification</b>
<b>Existing Grade: 3</b>	<b>Job Analysis</b>
<b>Unit: Maternity Services</b>	<b>Job Evaluation</b>
<b>Base Location: Queen Alexandra Hospital</b>	<b>Pay Band code:</b>
<b>Reports to: Midwifery Team Leader</b>	
<b>Accountable to: Director of Midwifery</b>	<b>Entered By:</b>

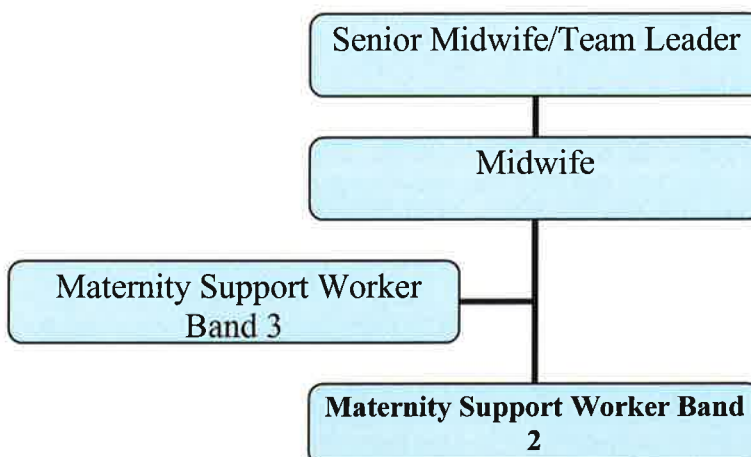
**Job Purpose**

1. A Senior support worker who has undergone additional training and achieved the qualification of NVQ 3. The post holder will provide quality essential family centred care to women and babies with minimal supervision but under the direction of the Registered Midwife working in the Maternity Centres/Community and Hospital.
2. To work as part of the Midwifery teams, undertaking appropriate interventions, working in partnership with clients and other health professionals, statutory and voluntary organisations to enable maximum participation in midwifery services.
3. Ensure high standards are maintained in a safe environment, which promotes equality, diversity and sensitivity for all individuals.

**Key Dimensions**

- a. The post holder will complement the maternity team by supporting midwives in carrying out the care of women and their families.
- b. Staff – Demonstrate own activities and workplace routines to new or less experienced employees

**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 patients/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.



### **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**

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##### **1. Communication**

- Within the scope of the role, work collaboratively with the Midwives, the multi-disciplinary teams and service users and their families to enhance /promote quality care
- Contribute to the provision of a welcoming environment for staff, clients and their families by promoting the Trust maternity Services as a centre of excellence both internally and externally
- Demonstrating excellent communication skills by answering the telephone politely and sensitively, recording accurately messages and reports and informing the midwife who is responsible for the client's 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 client and staff information consistent with legislation and Trust Policies
- To accurately record clinical information in clients records as appropriate and having the skills and knowledge to access computer based patient systems.

##### **2.Clinical**

- Accept delegated responsibility commensurate with individual skills and competencies including phlebotomy, neonatal capillary blood sampling and observations, able to carry out postnatal care/home visits making observations, assessments and appropriate referral to the midwife
- 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 on to the appropriate professional/agency

- Provide support to women who are breast feeding and experiencing difficulties. Recognising common problems and taking appropriate actions such as referral to a midwife or Infant Feeding Specialist as necessary
- Manage a small caseload in Community/hospital working autonomously utilising specialist knowledge and skills as required. Provide information and advice regarding infant feeding, parenting skills and support for vulnerable women and their families
- Actively promote attendance at the antenatal/postnatal clinics
- Facilitate support groups including parent education, breastfeeding. Tours of the hospital/Maternity Centres
- Required to work in highly unpleasant working conditions, dealing with body fluids and foul linen as well as infectious material
- Occasionally required to deal with distressing situations including Safeguarding children and difficult family situations.

### **3. Health Safety & Security**

- Ensure all possible steps are taken to safeguard the welfare, safety and security of clients, visitors and staff in accordance with Trust policies.
- Maintain own safety and security and act in accordance with the Trust Lone Working Policy
- Maintain knowledge of own responsibility with respect to infection control and infection prevention, 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 and waste is disposed of correctly
- Participate in activities necessary to ensure safe care is provided and demonstrating ability to recognise obstetric and neonatal emergencies and respond appropriately and effectively. Assist in the emergency resuscitation of women and babies, and acting as a scribe when required
- Ensure the practice of self and others is compliant with the Safeguarding and Vulnerable Adult Policy

### **4. Personal and People Development**

- Recognise the need to participate in ongoing 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

### **5. Service improvement and Quality**

- Participate in department projects, including audit and quality initiatives pertinent to the role.
- Undertake specific organisational and administrative duties as required.
- Alert other team members to issues of quality and risk using Adverse Incident Reporting process

### **6. Equality & Diversity**

- Maintains a non-judgmental approach to all, including clients and colleagues. Promoting the individual's right of informed choice and acknowledgement of personal and cultural beliefs

**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

**Job Description Agreement**

Job Holders name:  
(print)

Job Holders signature:

Date:

**Senior Officer/ Chief of Service**

Name (print)

Signature:

Date:

Title:

**PERSON SPECIFICATION**

<b>CRITERIA</b>	<b>How criteria will be assessed: Application Interview Assessment Reference</b>
<p><b>Qualifications and Experience</b></p> <ul style="list-style-type: none"> <li>• NVQ 3 in care or specialist modules relevant to the area.</li> <li>• 2 years' experience of the speciality area (maternity/child health/peer support)</li> <li>• Able to meet 10 of the following competencies:               <ol style="list-style-type: none"> <li>1. Understanding of common complications of mother and baby</li> <li>2. Support midwife in provision of parent education</li> <li>3. Assist midwife with normal birth</li> </ol> </li> </ul>	<p>application form</p>

<ol style="list-style-type: none"> <li>4. Assist midwife with Intrapartum care, process cord bloods, runner at instrumental birth, Assist with suturing setup/clear up.</li> <li>5. Post operative care</li> <li>6. Able to carry out postnatal visits , making observations, assessments and appropriate referral to midwife</li> <li>7. Breast Feeding (supporting women experiencing difficulty)</li> <li>8. Neonatal basic life support</li> <li>9. Neonatal observations</li> <li>10. Neonatal capillary blood sampling</li> <li>11. Obtain venous blood samples</li> <li>12. Set up for epidural</li> <li>13. Assist in theatre as a runner or in a scrub role.</li> </ol>	<p>application form</p>
<p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Ability to work on own initiative and as part of a team</li> <li>• Effective patient/client care skills</li> <li>• Excellent verbal and written communication skills.</li> <li>• Numeracy and literacy skills</li> <li>• Ability to motivate self and others</li> <li>• IT skills</li> </ul> <p><b>Quality of Care (Trust Value)</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an understanding of the importance of quality of care</li> <li>• Accountable</li> </ul> <p><b>Respect and Dignity (Trust Value)</b></p> <ul style="list-style-type: none"> <li>• Respects the privacy and dignity of individuals</li> <li>• Demonstrate an understanding of equal opportunities</li> </ul> <p><b>Working together (Trust Value)</b></p> <ul style="list-style-type: none"> <li>• Ability to work efficiently, effectively and professionally in a multidisciplinary team</li> <li>• Demonstrate that you value everyone's contribution</li> </ul> <p><b>Efficiency (Trust Value)</b></p> <ul style="list-style-type: none"> <li>• Understanding and experience of improving efficiency and reducing waste</li> <li>• Demonstrate that you will be open to improving everything you do</li> </ul>	<p>interview</p>