

Job Description

Title: Maternity Support Worker

Band: 3

Staff Group: Maternity Services

Reports to: Midwifery Management Team

Job Purpose:

The Maternity Support Worker (MSW) will primarily work alongside the Midwives and other specialty teams in both the hospital and the community setting.

MSWs use additional skills within focused aspects of service delivery to enhance the service offered to patients and their families; working alongside, but under the guidance of, practitioners at all levels from across the multidisciplinary team including, but not limited to obstetricians; midwives; ultra sonographers; physiotherapists and advanced nurse practitioners.

Job Summary:

- Assists and delivers care throughout pregnancy, birth, and postnatal periods.
- Additional training and skills to be able to provide clinical care under distant supervision or independently within agreed procedures.
- Work with the wider MDT professional groups across all service settings including Obstetricians, Midwives, Sonographers, Physiotherapists etc.
- Can be a point of contact for patients and families.
- Provide physical, psychological, and emotional care and support to patients.

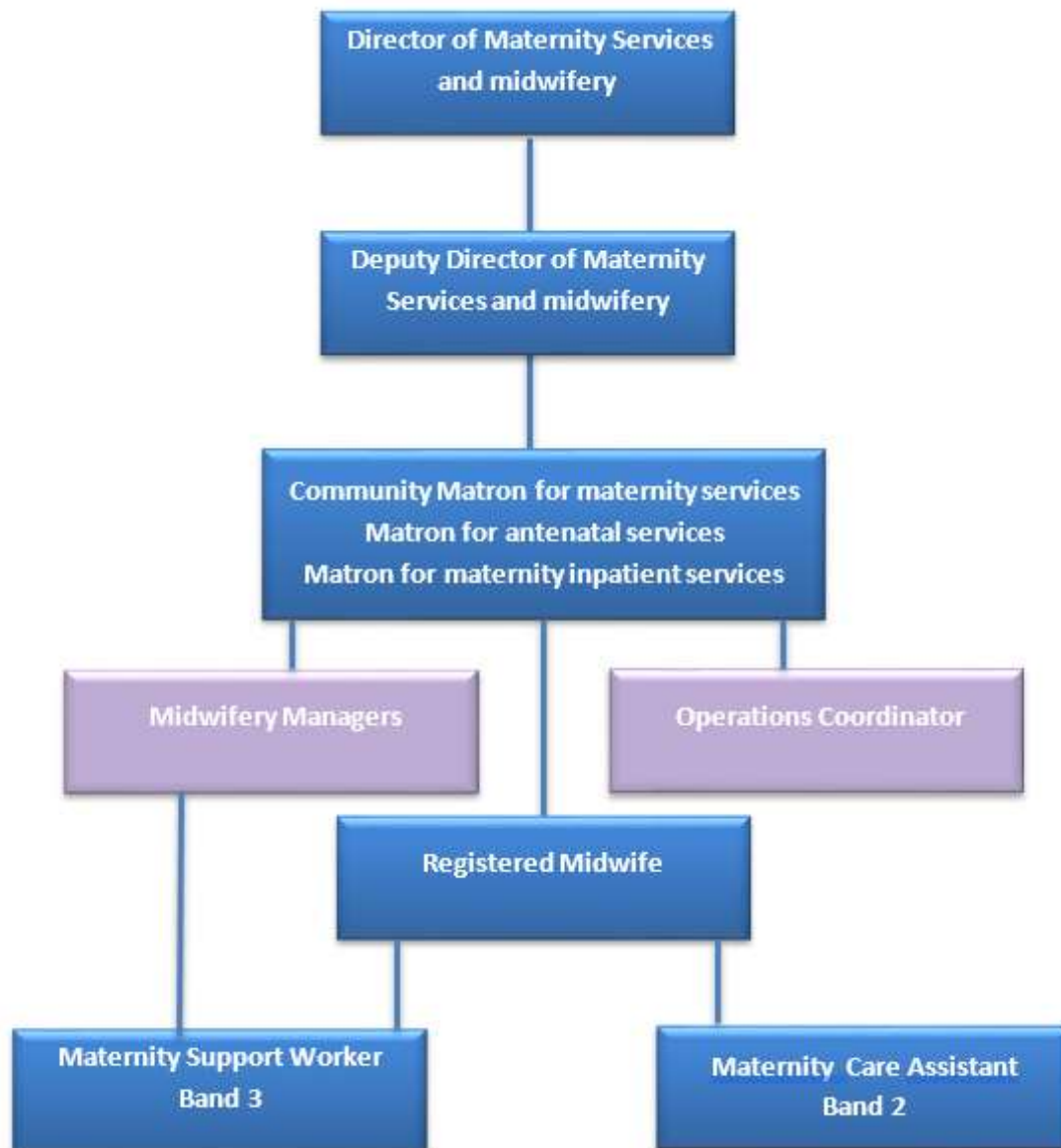
Key Responsibilities:

- Supporting maternity services including:
 - Carrying out clinical maternal and neonatal observations
 - Obtain urine sample and perform urine analysis
 - Weighing patients, including babies when required
 - Obtain verbal consent and perform blood tests on patients
 - Preparation for Elective Caesarean Section (ELCS) patients
 - Post operative care of Elective Caesarean Section patients
 - Obtain verbal consent from parents and perform neonatal blood tests, observations, and documentation
 - Ability to support midwives/nurses in Transitional Care (TC)
 - Provide infant feeding support
 - Supporting in antenatal or facilitating postnatal clinics

- Use of BadgerNet (Maternity documentation electronic system) to record patient information and be able to use this to obtain information as necessary
 - Performing blood tests for glucose tolerance tests (GTT)
 - Public health promotion and education: advice re smoking; diet; baby bathing etc
 - Attending home visits to perform observations on patients and newborn infant
 - Support patients on mental health pathways and escalate to a midwife if concerns are identified
 - Escalation to a registered midwife where there is concern about the patient or baby
 - Acting as a theatre runner in maternity theatre
- To be able to request the appropriate help in an emergency, escalating where necessary and maintain records as a scribe during an emergency.
 - Ensure that the patient's privacy is maintained, and that dignity and freedom of choice is enhanced.
 - To participate and undertake other duties, requested by senior maternity staff as necessary. This could include tasks such as additional observations, telephone calls etc.
 - Effective communication is maintained with the Maternity Support Worker team to ensure all tasks are completed to the highest standard.
 - Working closely with the Maternity Care Assistant team to ensure safe, effective care is delivered.
 - To support with the training and integration of new Maternity Support Workers when they join the Trust, to ensure they are equipped to provide the best possible care.
 - To support the Maternity Care Assistants as necessary.
 - Ensure mandatory training is completed on a regular basis.

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time to meet the changing needs of the service. Other ad hoc tasks may be required at discretion of the line manager.

Organisational Chart



Person Specification

Qualifications

- English and maths qualification at GCSE 1-3 (D-G)/Function skills at level 1 (or an internationally recognised equivalent)
- Achievement of competency framework level 3
- Care certificate

Desirable

- GCSE English or Maths (or equivalent level 2 qualification, such as Functional Skills)
- Level 3 Diploma (or equivalent) in healthcare related subject

Skills and Knowledge

- Always maintain confidentiality
- Understanding of consent and how this can be achieved
- Personable and interested in empowering patients and their families to care for themselves and their families safely and effectively
- Problem solving skills
- Ability to respond in a challenging, fast paced environment
- Ability to deal with conflicting demands
- Calm and efficient manner, acting with professionalism
- Basic literacy and numeracy skills
- Ability to undertake forward planning and an ability to anticipate and resolve problems before they arise
- Effective communication skills
- Able to work effectively as part of a team
- Able to work independently where necessary
- Able to prioritise own workload
- Ability to make decisions autonomously, when required, on difficult issues
- Working to tight and often changing timescales
- Ability to escalate appropriately and in a timely manner
- Able to foster positive working relationships
- Willing to engage with and learn from peers, other professionals, and colleagues in the desire to provide or support the most appropriate interventions
- Confidence to liaise with other members of the multi-disciplinary team and be courteous, patient, and helpful at all times

Experience

- Experience of working in a fast-paced environment
- Developed communication skills within a healthcare or customer service setting
- Previous experience in patient contact position, ideally within a maternity care setting
- Knowledge and experience of working in an acute hospital or community setting

Working Together for Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are required to act in such a way that at all times the health and wellbeing 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.

Print Name:

Date:

Signature: