

Job title: Senior Midwife Triage Manager

Band: 7

Department: Maternity

Division: Women and Children



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Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this was demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:

Include



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together

Respect



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change

Improve



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

| | |
|-------------------------|---|
| Job title: | Senior Midwife Triage manager |
| Band: | 7 |
| Department: | Maternity Services |
| Base: | Lister Hospital (You may be required to work on a permanent or temporary basis elsewhere within the Trust) |
| Responsible to: | Matron for CLU |
| Responsible for: | Head of Midwifery |

Job summary:

- The post holder will have overall responsibility for the operational management of clinical service delivery at ward level for Maternity Triage service within the Consultant Led Unit.
- To have continuing responsibility for the effective and efficient operational management of the service within allocated resources.
- To provide effective leadership, clinical expertise, knowledge, advice, and positive role modelling, to innovate, develop, facilitate and supervise excellent standards of safe, individualised, holistic care that is evidence based, in consultation and partnership with the Multi-disciplinary Team (MDT).
- To be accountable for the quality, delivery and monitoring of robust, infection control measures, midwifery standards and quality and women's experience indicators within all areas of the service
- The post holder will provide excellent leadership and support for the Maternity Triage, and wider maternity services out of hours, acting as a lead role model to ensure the provision of excellent women centered evidence based, quality care.
- The post holder will promote high standards of professional practice and the delivery of quality care within the Trust Policies, Protocols and Guidelines.
- The post holder will be a highly skilled clinical expert with specialized knowledge in caring for women during pregnancy and postnatally.
- The post holder will work with the matron for Consultant Led Unit to further develop the Triage services.

Key working relationships:

Midwives, Consultants, Women and Families, Doctors

Main responsibilities:

Clinical Leadership and Professional

- Responsible for organizing and deploying directorate staff flexibly, to meet acuity within the service where the work pattern is often unpredictable.

Deputies as required for members of the senior management team.

- To lead and have continuing responsibility for managing a complex care for all women and babies in partnership with the MDT, ensuring that the highest standards of care are delivered, to provide and promote an optimal outcome and favorable experience, with often challenging prioritisation.
- To be a highly competent, knowledgeable practitioner with a high visible presence in the

Maternity Triage.

- To act as a role model and resource for all members of the MDT, ensuring delivery of excellent evidence-based care in accordance with local and national standards, policies and guidelines.
- To promote and ensure that due regard and respect are given to the customs, values and spiritual beliefs of women and their families, by all members of the MDT.
- To develop and monitor the environment the service is provided in, ensuring that it is clean, safe and welcoming and reflects the physical, psychosocial and developmental needs of women and babies and complies with National standards as far as is possible.
- To ensure that all staff are courteous and helpful to all women and visitors at every point of contact.
- To ensure that all women and babies are safeguarded and that their interests are protected at all times, demonstrating advanced knowledge and awareness of legislation and procedures governing these processes.
- To ensure that tools that promote safe effective care are fully utilise and acted upon through continual supervision and evaluation of care provision.
- To act as an advocate and empower all women by ensuring the provision of appropriate verbal and written information and access to support services.
- To promote health education within the department, acting as an expert resource to others.
- Provide expert knowledge and advanced skills within the clinical area, identifying, initiating and developing the skills of the team to enhance care pathways and improve women's experience.
- Develop collaborative networks with other health care professionals, forging good working relationships, to ensure that excellent standards of safe, effective, efficient, health care are delivered.
- Maintain Registration and adherence to the NMC Code and Trust policies and guidelines.
- To participate in midwifery audit and be responsible for the monitoring of quality indicators, and implementation of necessary changes in practice to ensure continual enhancement in the quality-of-service provision.
- To direct and promote clinical governance procedures as per Trust policy, reporting and managing all verbal and written complaints and adverse incidents, resolving where able, whilst ensuring that every complaint and incident is fully investigated, and action plans are developed to facilitate changes in practice to negate recurrence of incidents and complaints.
- Ensure and maintain own high level of knowledge and the compliance of others in infection control policies, standards and procedures, including hand hygiene and care bundles. Ensure own competence and the competency of all team members, through education and training in the correct use of all equipment used in the clinical setting.
- Participate in developing departmental guidelines in line with national and regional guidelines.
- Ensure that all equipment is maintained in good working order, that faults are reported in a timely manner and that equipment is replaced if unsuitable for purpose.
- Participate in Manager on Call Rota, as Manager of the Day (MOD), escalate concerns as appropriate.

Leadership and Management

- Take responsibility and leadership for care of all women/babies, within the department on a continuous basis, supervising, supporting and empowering all staff in this process, ascertaining holistic, safe, effective care of an excellent quality at all times.
- Responsible and accountable for ensuring that a robust admission, review and discharge planning (as appropriate) is delivered by all midwifery/nursing staff within the Triage environment Act as a positive, professional role model and resource at all times, demonstrating a commitment of integration of Trust policies and procedures into practice.
- Have a detailed knowledge and support and facilitate mandatory attendance and updates. Maintain own knowledge and ensure teams compliance with relevant nursing and midwifery, Directorate and Trust Procedures, Policies and Protocols.
- Continuously role model and hold staff to account in upholding the core values and beliefs of the Trust.
- To be responsible and accountable for the optimum use of resources and establishing and maintaining effective management processes to ensure financial control/balance within the ward/departmental budget.
- Ensure barriers to achieving quality and safety are escalated to the Matron/DOM at the earliest opportunity.
- Support the CLU ward manager in ensuring departmental representation at relevant monthly Trust and Divisional meetings including Finance and HR by attending as requested by the Matron.
- Develop and maintain organisational, managerial and coaching skills relevant to the department, Trust and personal development.
- Monitor, ensure and maintain the continuing safety of the environment and department by undertaking regular environmental audits and risk assessments, as per Trust policy.
- Participate and contribute to the formulation of policies and strategies within the unit/directorate. Be fully conversant with Trust and Directorate policies, protocols and guidelines, ensuring that all information is current and readily available, and that staff demonstrate adherence at all times.
- Participate and lead in the process of recruitment, selection and orientation of staff, fostering an environment that is conducive to workforce retention. o Support the matron in her role, deputising in her absence as requested. o
- To provide specialist, expert advice and supervision to all clinical areas within women's Services, as and when required
- Work collaboratively with key stake holders in the development of any ward/service redesign

Communication

- Demonstrate highly effective interactions and communication with women, family, colleagues and the MDT at all times, acting as a role model.
- Promote and implement communication systems, both within Women's Services, throughout the Trust and with external users, actively promoting Maternity Services.
- To recognise and value the contributions that the women, family, colleagues and the MDT make, respecting equality and diversity at all times. Ensure that this attitude is endorsed by all other members of the team.
- Communicate complex and sensitive information effectively to women, their families and other members of the MDT, overcoming any barriers to understanding, providing support in distressing and emotional times, whilst facilitating an environment of openness, honesty and trust.
- Hold in confidence any information obtained through clinical professional practice, unless

this action

would be detrimental to the mother/baby child and ensure other staff members are aware of and comply with this policy.

- Hold in confidence any information obtained through managerial professional practice, unless this action would be detrimental to care.
- Ensure through supervision and audit that all written documentation is completed, accurate and justifiable and adheres to Trust and NMC documentation standards, for all women/babies, supervising and monitoring this process in all staff.
- Ensure that CMIS and any discharge letters are written prior to discharge and that copies are given to parents/carers and sent to the GP at the time of discharge.
- Facilitate and ensure effective communication channels within the midwifery and MDT teams, accessing and communicating information using all available sources.
- Ensure adequate verbal and written information is given to parents to facilitate an understanding of their condition and care. Supervise the formulation of written information sheets, to support this process.
- Create an environment in which staff feel valued and respected.

Education and Professional Development

- Education and Professional Development
- Support the delivery of orientation programmes for midwifery and nursing, medical staff and students, facilitating and ensuring staffs attendance at Trust induction.
- Ensure that the clinical environment is conducive to creating a culture which values learning and development, ensuring all staff have the opportunity to extend their scope of practice.
- Work collaboratively with the Practice Facilitator and Practice Development Midwife and other members of the Senior Midwifery team in developing the knowledge base and clinical skills of staff, through teaching, supervision and assessment of competency, as identified by Directorate, Trust and National action plans.
- Maintain and promote a high awareness of current national and local developments and the impact that these will have on practice, disseminating this information through various communication channels, including regular staff meetings.
- Provide, deliver and monitor an annual appraisal system for all staff, ensuring that each member of the team has identified objectives and a personal development plan.
- Maintain own continuing education and professional development in line with requirements of this post, in accordance with CPD requirements, contributing to formulation of own objectives and personal development plan through reflective practice and yearly appraisal.
- To pro-actively manage matters relating to lack of capability and poor performance in line with Trust Policy.
- To be responsible for own professional competency and meeting the requirements of the NMC Code - Validation and Registration Research, Audit, Clinical Governance and Quality

Research, Audit, Clinical Governance and Quality

- Promote clinical excellence by leading and supervising the setting, maintaining and monitoring of standards of care within the Clinical Governance Framework.
- Ensure an up-to-date knowledge of current evidence-based practice, sharing this knowledge with others. Promote and implement research findings in collaboration with the MDT, participating in the writing of policies and guidelines to facilitate this process, endorsing quality of service and effective practice.
- Report all clinical and non-clinical incidents promptly, undertaking and cooperating with any further investigations, as required.
- Ensure that documentary evidence to support compliance with audit, clinical governance and quality is readily available, accurate, legible and contemporaneous. Contribute to

reports and drive and imbed any subsequent action plans as required with the support of the ward manager and Senior Management team

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details 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 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise 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

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must 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

You are expected to take individual responsibility to ensure working practice is safe.

Continuous Improvement

As part of our commitment to continuous improvement, we want to ensure that our culture and ways of working reflect and embed the philosophy and methodologies of our East and North Hertfordshire Production System (ENHPS). As a result, you may be invited to attend and complete relevant training and Kaizen (continuous improvement) events to support this commitment. Full attendance and completion of identified courses will be considered mandatory for this post.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

| Requirements | Essential | Desirable |
|---|---|------------------|
| Qualifications / Training <ul style="list-style-type: none"> • RM, currently registered to practice. • Evidence of post Dynamic registration, relevant to the role • Recognised teaching and assessing qualification • ALSO (advanced Life Support Obstetrics) • Newborn Life Support (NLS) • Management qualification / leadership course • Degree / Masters • Appraisal training | X X x | X X X x |
| Previous Experience <ul style="list-style-type: none"> • Recent experience encompassing a wide range of Midwifery Practice • Excellent communication skills both written and verbal. • Negotiating skills and ability to build collaborative relationships. • Ability to work across professional and organisational boundaries. • Excellent leadership and management skills • Evidence in practical application of Trust and national standards • Previous Management experience • • Budget and resource management | X x x x x x | X x |
| Skills <ul style="list-style-type: none"> • Ability to function as a member of a multidisciplinary team, promote high standard of clinical practice, act as a role model. • Ability to communicate effectively with staff and women and their families at all levels in a sensitive manner. • A high standard of written and verbal communication skills • Good Management, leadership and organisational skills • Ability to respond to stressful situations positively and ensure that deadlines are met. • Teaching skills • Working knowledge of Incident reporting • Ability to work under pressure. • Computer literate • Participation in Audit • Counselling skills • Participation in guideline development | X x x x x x x x x | X x |

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|--|--------------------------------|--|
| Knowledge <ul style="list-style-type: none"> • Sound theoretical and practical knowledge of the role of the Midwife • Up to date knowledge of <ul style="list-style-type: none"> • Safeguarding children's practices • Hand Hygiene and care bundles • Health and safety awareness • Clinical Governance and quality assurance issues • Risk Management, equality and diversity | X X X X X x | |
| Other requirements <ul style="list-style-type: none"> • Exemplary personal standards of conduct and behavior <ul style="list-style-type: none"> • Positive and caring approach • Ability to enthuse and motivate self and others. • Effective time management • Evidence of self-awareness and reflective practice • Commitment to equal opportunities • Willingness to adapt to a changing environment. • Commitment to individualised care • Willingness to work flexibly. • Good general health • Experience of Managing HR Concerns | Y | |