

JOB DESCRIPTION

AFC:N0600

JOB TITLE:	Maternity Support Worker
GROUP:	Women & Child health
GRADE:	Band 3
RESPONSIBLE TO:	Lead Midwife Ward/Department
ACCOUNTABLE TO:	Head of Midwifery

JD N0600

JOB SUMMARY

Undertake aspects of basic nursing care and maintenance of the ward/department/area, in support of professionally qualified members of the multidisciplinary team ensuring the highest standard of patient/client care.

Deliver care under the supervision and direction of qualified members of the team.

Recognise, review and report any change to patient's/client's condition, including any action taken to appropriately qualified senior members of the team.

Provide a clerical support service to medical, nursing and midwifery staff at ward level.

Undertake Phlebotomy duties as required.

MAIN RESPONSIBILITIES

CLINICAL SUPPORT:

- 1 Contribute to the delivery of care and clinical activity in accordance with agreed plan of care and appropriate policies, procedures and protocols of ward/department.
- 2 Report any alteration in patients'/client's condition including the initiation of emergency action to the qualified clinical nurse.
- 3 To be aware of spiritual, cultural and religious needs of patients and to ensure care provided is particularly sensitive to those needs.
- 4 Collect specimens of urine, faeces, or sputum as directed by qualified clinical midwife/nurse, ensuring its safe storage/transport or disposal as appropriate
- 5 Assist with the control of infection including the safe disposal of clinical waste.
- 6 Provide assistance to address the nutritional /dietary needs of patients/clients:

- a. Ensuring specific care instructions are complied with i.e. nil by mouth.
 - b. Assisting patients/clients with their oral care needs
 - c. Assisting patients/clients to ensure they receive necessary fluid intake.
 - d. Assisting patients/clients with their meals, which will include aiding patients/clients to complete menu choices, assisting and encouraging patients to eat meals.
 - e. Ensure all dietary intake or refusals are appropriately documented in patient's notes.
- 7 Provide assistance to ensure the psychological/emotional and physical needs of patients/clients are met responding and reporting appropriately:
- a. Ensuring hygiene needs of patients/clients are met (i.e. washing, dressing, care of nails, hair care etc).
 - b. Assisting patients/clients with toileting.
 - c. Build and maintain professional and approachable relationships with patients, relatives and carers.
 - d. Assist in maximising patient/client mobility (walking, positioning etc) ensuring safe moving, lifting and handling techniques are used at all times.
 - e. Ensure effective and safe use of equipment and other aids deployed to assist patient movement and mobility e.g. walking aids, hoists etc.
 - f. Ensuring that the privacy and dignity of patients is maintained at all times.
 - g. To encourage the involvement of carers in daily care of patients, as appropriate.
- 8 Provide sensitive and professional end of life/post death care to patients, supporting relatives/carers during times of distress and/or loss.
- 9 Where training has been provided and competence assured undertake and monitor baseline and routine patient/client observations, reporting any changes in a timely manner to qualified clinical nurse and ensuring these are accurately recorded in patient records.
- 10 Apply minor dressing, appliances and use of equipment as directed and following instruction, under the supervision of appropriately qualified member of staff.
- 11 Collect blood samples (peripheral or venous) as directed by a qualified clinical nurse, ensuring its safe storage, transport or disposal, as appropriate.
- 12 Participation in emergency procedures as directed by a qualified clinical nurse or other member of multi disciplinary team.
- 13 Ensure all clinical and other general care interventions are documented in the appropriate nursing documentation, ensuring they are countersigned by a qualified midwife/nurse.
- 14 Following training, contribute to the Baby friendly initiative by giving support and advice to women who breastfeed.
- 15 Give support to all women irrespective of their choice of method of feeding for their baby.
- 16 Give demonstrations to mothers on safe bathing of their babies.
- 17 To maintain awareness of child protection issues. To recognize potential or actual child abuse, ensuring that concerns are reported to midwife in a prompt manner.

PROVISION OF SUPPORT TO HEALTH CARE TEAM

1. Provide assistance and support to all members of the multi disciplinary team (including other Healthcare Assistant, Housekeepers etc), as directed.
2. Escort patients to other wards and departments, as directed and in accordance with Trust policy.
3. To participate with other members of the ward/department team to maintain cleanliness and safety of clinical environment, including the cleaning of basic equipment, beds and lockers for patient use and the preparation of clinical environment in advance of clinical procedures being carried out.
4. Provide assistance to the ward/department team during the induction and orientation of new members to the team.
5. Report any accidents/complaints/untoward incidents to the qualified midwife/nurse in charge in a timely fashion and in accordance with Trust's procedure. Responding effectively and professionally to episodes of verbal and/or physical aggression.
6. Assist in the maintenance of ward/departmental supplies of drugs, dressings, and other stocks items, reporting any shortfall, as appropriate.
7. Assist in the receipt and security of patient property including the completion of patient property reports, in accordance with agreed protocols.
8. To reinforce advice provided by clinical staff to patients/carers and relatives.
9. Acknowledge and value other roles which exist within the team, undertaking delegated tasks while recognising own limitations.
10. Following training, participate in the activities required to support qualified staff within the Maternity Unit's operating theatre, i.e.: running for the scrub nurse, cleaning and preparing equipment for use.
11. Contribute towards the security of the maternity unit including the baby tagging system.

ADMINISTRATIVE DUTIES

1. To undertake receptionist duties for all visitors entering the ward /clinic environment in accordance with the visiting policy and security systems.
2. To maintain a complete case note record for each patient on the ward /clinic according to health care records procedure.
3. To verify, amend and add relevant information to the daily bed return and update MEDWAY/PIMS and other patient registration systems, including admission, discharge and transfer. To complete and keep up to date the admissions book.
4. To use all functionality available within the Patient Information Management System (e.g. PIMS/MEDWAY and any other patient registration system) including, patient registration, results reporting and case note tracking, etc.
5. To make arrangements and to complete procedures associated with the discharge and transfer of patients. To arrange x-rays, tests, follow-up appointments, ambulance transport and collection of medicines on discharge as requested by clinical staff.
6. To receive requests for future possible admissions and confer with nursing staff/bed management as appropriate.
7. To make relevant preparations for ward rounds ensuring that all relevant case notes, including those from other hospitals, and x-rays are available and that ward documents and reports are filed in the correct notes.
8. To ensure that all discharge letters to GP's are correctly completed prior to dispatching to relevant personnel.
9. To organise and prioritise daily workload to ensure deadlines are met.
10. To ensure signed pathology results are correctly filed in case notes.

11. To ensure all KMR's (front /discharge sheets) are completed by medical staff and where appropriate bringing any delays in completion to the attention of the appropriate staff.
12. To receive, make and action telephone enquiries and refer to the appropriate personnel as necessary, liaising with District Nurses, Medical Secretaries, other Hospitals, Social Workers, etc, under the direction of the Ward Manager/nurse in charge.
13. To liaise with the relatives of deceased patients as appropriate, and to make arrangements for the collection of certificates and property
14. In liaison with nursing staff to ensure patient property/valuables are locked away and disclaimer completed. Cash to be deposited with the general office as per Trust policy.
15. To ensure the nursing off duty is copied and distributed as appropriate on a weekly basis.
16. To request notes/KMR1's as necessary for admissions.
17. To deliver requests to the pharmacy department and collect drugs as instructed by nursing staff.
18. To undertake general clerical duties, i.e. receiving and sorting incoming mail, photocopying, filing, etc.
19. To participate in team meetings as appropriate, e.g. Departmental/Ward Clerk meetings.
20. To co-ordinate with colleagues within the team for absences, as deemed appropriate by your manager
21. Assist to induct and train new members of staff
22. To provide ward clerk assistance to other wards as necessary and deemed appropriate by your manager.
23. To be familiar with and adhere to the Trusts and departmental policies and procedures.

GENERAL DUTIES

1. Participate in effective communication with patients and carers, visitors, members of the multi-disciplinary team and external agencies, receiving and reporting sensitive information.
2. Support the Ward/Department Manager processes of continuous quality improvement by participating in the evaluation of standards of care and assisting in the implementation of changes in light of such findings, as directed.
3. Attend ward/departmental meetings and participate in the development of ward/departmental objectives.
4. Have an awareness of customer relations/care and the need to relate well to the patients, their families, the general public and the healthcare team.
5. Report any equipment defects/breakdown to midwife/nurse in charge and in accordance with Trust procedures.
6. Work flexibly to ensure a quality 24-hour patient centred health care service is maintained.

EDUCATION:

1. Participate in the development and promotion of a positive learning environment, which meets the needs of all learners in the ward/department environment.

2. Participate in personal development reviews and work to achieve personal objectives/competencies.
3. Use reflective practice to enhance development of self and others.
4. Attend mandatory and other training and development activities to achieve and maintain competence.
5. Support other Health Care Assistants through mentorship and local induction.

RESEARCH/GOVERNANCE:

1. Support and participate in any research and development activity within the Ward/Department

CONFIDENTIALITY:

The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

HEALTH AND SAFETY:

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

RISK MANAGEMENT:

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES:

The trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

CONFLICT OF INTEREST:

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

USE OF INFORMATION TECHNOLOGY:

To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post

SAFEGUARDING – CHILDREN/YOUNG PEOPLE AND VULNERABLE ADULTS:

Every employee has a responsibility to ensure the safeguarding of children and vulnerable adults at all times and must report any concerns immediately as made clear in the Trust's Safeguarding Policies.

INFECTION CONTROL:

The Trust is committed to reducing the risk of health care acquired infection. Accordingly it is essential that you adhere to all Trust infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). You are required to report any breaches/concerns promptly using the Trust's incident reporting system.

SMOKING

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted except in designated areas and in accordance with the guidelines set down within the Trust Smoking Policy.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.