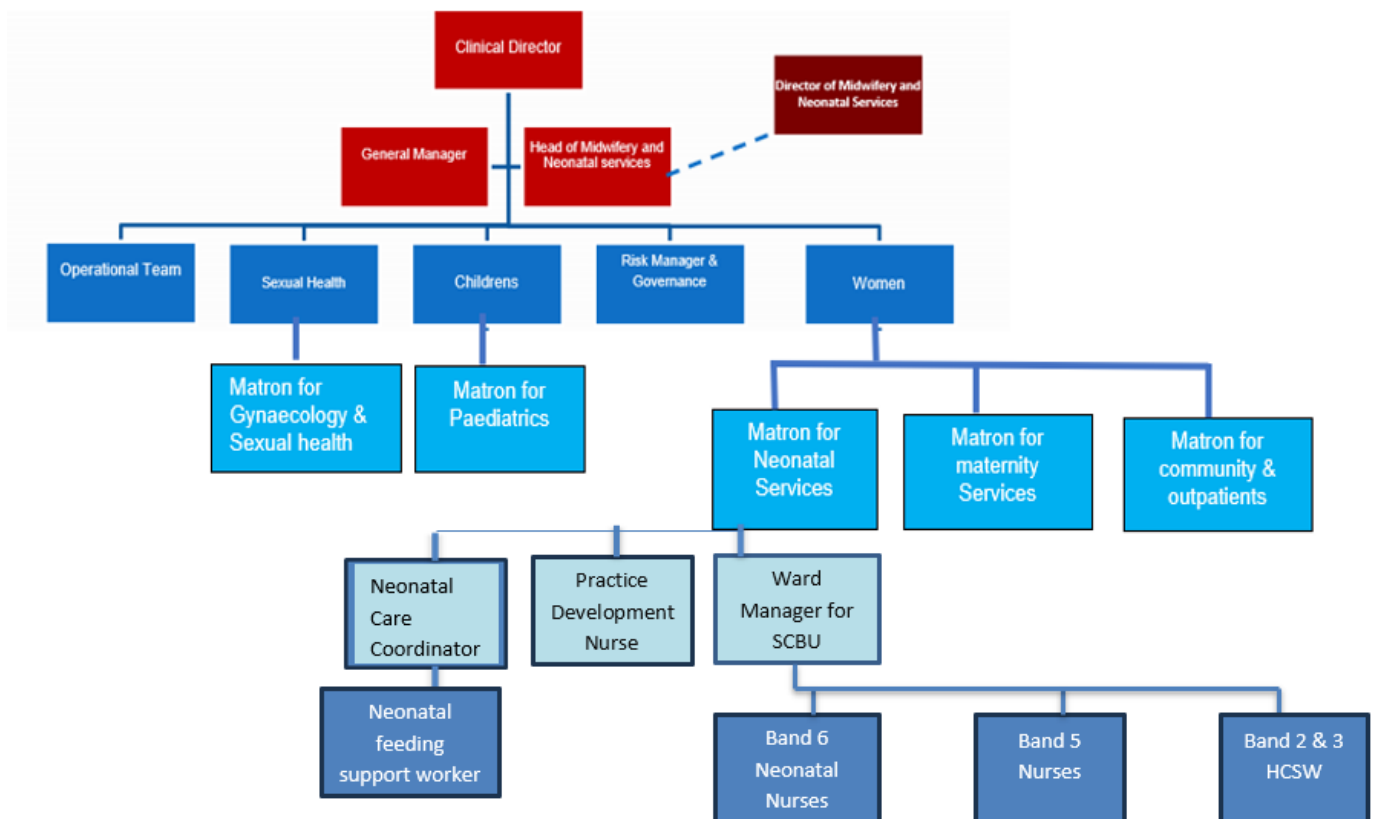


JOB DESCRIPTION

Job Title	Neonatal Health Care Support Worker (Neonatal HCSW)
Job Matching Reference	NP1362
Band / Grade	Band 3
Directorate	Womens and Children's
Reports to	Matron for Neonatal Services
Accountable to	Head of Midwifery

ORGANISATIONAL STRUCTURE



PURPOSE

The primary role of the Neonatal Health Care Support Worker (HCSW) is to assist, support and work in collaboration with the Neonatal Nurse and the wider multidisciplinary team; in order to provide a safe and holistic approach to babies and their families.

The nurse is ultimately responsible for the care of the baby and their family, and it is under the direct or indirect supervision of the nurse that the HCSW assists with and provides care following completion of any relevant or appropriate training. The post based on the Special Care Baby Unit and the employee will be provided with appropriate training for the clinical setting in which they are working.

The post holder is expected to undertake a set of defined competencies; to ensure compliance with the Neonatal Support Worker Competency, Education, and Career Development Framework to ensure standards for the role are met, which is in line with the Maternity Support Worker Framework. Support will be given to employees to further develop their skills and explore pathways for progression where appropriate.

MAIN DUTIES AND RESPONSIBILITIES

Non-clinical responsibilities

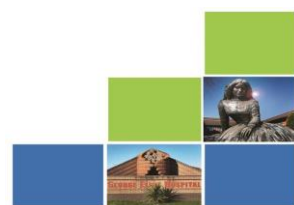
- Assist with the admission, orientation and discharge of babies and their families in accordance with local policy and guidance.
- Ensure that all clinical documentation is accurately, collected, updated, stored and filed in accordance with local information governance and record keeping policy and guidance.
- Work closely with administrative staff to provide additional support to this service as required.
- Participate in tracking, obtaining and filing clinical records as required, under instruction and in line with local policy and guidance.
- Provide administrative support to the neonatal team.
- Manage own time effectively whilst prioritising care needs for babies and their families under the direction of the nurse.
- Act reliably; relaying messages to the appropriate person in an effective and timely manner, whilst maintaining patient confidentiality.
- Convey an approachable and professional attitude to all babies and their families.
- Communicate effectively with families in all settings, with particular attention to providing updates on any delays or changes to their babies care.
- Ensure that knowledge of local safeguarding policy and procedure is maintained.
- Ensure the working order of equipment, reporting any concerns, faults or breakages to the appropriate person in a timely manner.
- Report any incidents or concerns using the local risk management reporting system and escalate such concerns or incidents appropriately and in a timely manner.



- Identify own training and development needs and undertake appropriate training/education as required.
- Be aware of own professional limitations and develop practice through reflection, mentorship and appraisal.
- Attend all statutory and mandatory training as and when required.
- Participate in annual individual performance review process, whereby objectives will be agreed, performance monitored and personal development needs discussed.
- Be conversant with the local infection control policy, whilst ensuring mandates are adhered to at all times.
- Act responsibly in respect of colleague's health, safety and welfare following safety at work practices, whilst working in compliance with local health and safety policy and guidance.
- Participate in the audit of standards within the unit if appropriate.

Clinical responsibilities

- Responsibly receive details of daily duties from the nurse, and use own discretion when prioritising care, under direction and supervision.
- Support babies during clinical procedures, including attending to any personal hygiene needs as necessary.
- .
- Supporting families in their choice of infant feeding and have awareness of the options available.
- Provide evidence-based support, assistance and advice to mothers who are breastfeeding or are planning to breastfeed.
- Support and assist families with artificial feeding in line with local and national policy and guidance.
- Recognise and report any abnormal events or emergencies to the multidisciplinary team through the appropriate means, in a timely manner
- Assist with the transportation of blood products if asked to do so following completion of the appropriate training and competencies and have an awareness of the storage requirements.
- Assist in neonatal hygiene needs with disposal of equipment following infection control policy and to document accurately the fluid balance.
- Undertake routine neonatal observations under direct and indirect supervision and escalate any deviations from the normal range appropriately, and in a timely manner, following the completion of competency practical and theoretical training.
- Observe the overall wellbeing of the newborn and escalate any concerns to named nurse or multi-professional team in a timely manner.
- Provide practical support to new parents when caring for their newborn, whilst promoting safety in both the hospital and home setting
- Escort babies and their families between clinical areas as required.
- Undertake newborn blood spot screening, following successful completion of the appropriate competency, as directed by the nurse. Ensure the nurse has gained consent for the newborn



blood spot screening to be taken, and that consent is also gained from the mother by yourself prior to undertaking the procedure.

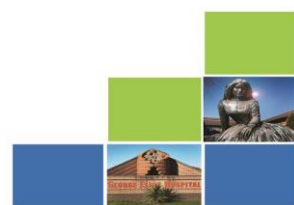
- To complete the relevant documentation for screening test performed in the neonatal records.
- To assist or perform capillary blood sampling tests, including blood glucose sampling, following successful completion of appropriate competency as directed by the nurse.
- Assist with the removal of dressings or cannula under direction of the nurse.
- Assist in the nutrition and hydration needs of babies including oral feeding and Nasogastric tube feeding.
- Assist the nurse in the delivery of the babies care, including the promotion of public health information. Sign posting to families to the local and national services available.
- Provide discharge preparation support to families including teaching of practical skills relating to newborn care and health education.
- Ensure the cleanliness of equipment in all clinical and non-clinical areas and assist the nurse in appropriately preparing for an neonatal admissions..
- Ensure adequate stock levels are maintained in all clinical settings, and equipment is available; escalate any depletion of stock or resources in a timely manner.
- To give regular handover of care to the named midwife all areas of care completed in practice.
- To recognise any deterioration in mental and emotional wellbeing of families and respond appropriately, escalating to named nurse.
- To be aware of Child Protection issues and refer issues of concern to registered nurse.
- To be aware of the current policy and service frameworks for mental health (e.g. Capacity Act, Deprivation of Liberty Safeguards and Mental Health Act); the impact they have on interventions including rights of people using services or giving formal or informal support and the role of advocacy.
- To be aware of perinatal mental health issues and the appropriate referral pathway and to escalate to multi-disciplinary team and concerns noted within home or hospital setting.

RELATIONSHIPS

Relationships

Internal:

- Director of Nursing
- Deputy Director of Nursing
- Associate Director of Nursing
- Head of Midwifery and Neonatal Services
- Clinical Directors
- Directorate General Managers
- Directorate Operational Managers
- Directorate Matrons



- Clinical Leads

External:

- Outside agencies as appropriate.

Special Requirements

To work flexibly, day shifts, nights shifts and bank holidays to meet the needs of the service.

ADDITIONAL INFORMATION

1. Trust EXCEL Values and 'Behaviour Framework'

Our EXCEL values are at the heart of everything we do and how we treat each other. They were developed by our colleagues and describe what we think is important, including:

- essential guiding principles about the way that we work and set the tone for our culture, and identify what we, as a whole, care about;
- shared ideas and attitudes that guide our organisational thinking and actions
- common purpose and understanding that helps us to build great working relationships



We make our EXCEL values real by demonstrating them in how we behave every day. Our EXCEL behaviours apply to all and are about how we work. They are part of everyone's role and help us to make sure we demonstrate our values. The EXCEL behaviours demonstrate the attitudes and approach we take to work; they are:

✓ how we do things; ✓ how we treat others; ✓ what we say and how we say it; ✓ how we expect to be treated.

Having really clear expectations around behaviours will support all of us, every day, to deliver our ambition to create an EXCELlent colleague experience to EXCEL at patient care.

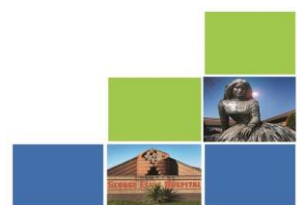
2. Sustainable Development

It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources.

3. Criminal Records

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. As George Eliot Hospital NHS Trust meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, applicants who are offered employment (subject to

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meeting disclosure criteria), will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

4. Confidentiality and Data Quality

To comply with the Data Protection Act 1998 and NHS Confidentiality guidelines e.g. Caldicott, General Medical Council (GMC), the post-holder must maintain confidentiality, security and integrity of information relating to patients, employees and other Health Service business, including commercially sensitive data.

All employees must ensure that they are familiar with and comply with the duties and responsibilities outlined in the Trust's policy and procedures on Information Governance. In particular, ensuring that all information collected, stored and used is done so in accordance with the Trust guidelines, including password protection and encryption.

This obligation shall continue in perpetuity.

All employees have a responsibility to ensure that the quality of data is maintained and to take an active role in the identification of, reporting and resolution of any data quality issues.

Breaches of confidence will result in disciplinary action being undertaken, which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. All employees must take responsibility for any request for information that they receive and respond in line with the Trust's Freedom of Information Policy and Guidance.

5. Records Management

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within the Trust and they remain the property of the Trust. This includes patient, financial, personal and administrative records, whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to all service users. You should consult the Trusts Corporate Records Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work.

6. Health and Safety & Fire Safety

Employees must be aware of their general duties under the Health and Safety at Work etc. Act 1974, to take reasonable care of themselves and others around them, co-operate with the Employer in relation to Health and Safety and adhere to safe systems of work. In addition they should ensure that they are aware of their roles in relation to the Management of Health & Safety at Work Regulations 1999, in relation to specific duties for carrying out risk assessments and risk mitigation commensurate to their role.

The post holder is required to comply with agreed fire procedures, taking appropriate action if the fire alarm sounds and attend relevant training programmes as required.

7. Risk Management

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Employees have a responsibility to:

- Report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken;
- Take part in risk assessments in relation to the tasks that are undertaken, with a view to identifying the associated potential risks;
- Attend training in risk management as appropriate to their grade;
- Promote an open and honest “fair blame” culture;
- Adhere to the responsibilities within the Risk Management/Health and Safety and other relevant policies ratified by the Trust Board and to attend appropriate mandatory training to facilitate this;
- Attend relevant risk management training to ensure that they are able to undertake their risk management and health and safety responsibilities in line with legal requirements;
- Ensure that external standards such as NHS Resolution, Clinical Negligence Scheme for Trusts (CNST) Controls Assurance and Care Quality Commission (CQC) Healthcare regulations (Outcomes) are met and that resources are made available to improve service delivery;
- Ensure that they are active within their roles to promote a positive risk management culture throughout the Trust;
- Monitor and continue progress to attain higher level of achievement and compliance against external standards and legislative requirements.

8. Safeguarding Children, Young People and Vulnerable Adults

The Trust has a clear commitment to safeguarding children, young people and vulnerable adults. All employees will have an organisational and individual responsibility towards safeguarding children, young people and vulnerable adults with whom they have contact with.

To fulfil these duties all employees must attend training and development to recognise the signs and symptoms of abuse or individuals at risk; to follow local and national policies relating to safeguarding practice; and to report and act on any concerns they may have.

9. Infection Prevention and Control

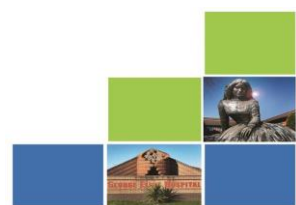
The jobholder must comply at all times with the George Eliot Hospital NHS Trust Infection Control policies, in particular, by practicing Standard (Universal) Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

All employees must attend infection control training as required within their department or as directed by their line manager. In addition, employees with clinical responsibilities must ensure that they hold up to date evidence that supports safe infection control practices and procedures, including correct use of Personal Protective Equipment (PPE), use of aseptic techniques, safe disposal of sharps and management of patients with communicable infections.

Employees are required to report any breaches or concerns promptly using the Trust's incident reporting system.

10. Equality, Diversity & Human Rights

George Eliot Hospital NHS Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. George Eliot Hospital NHS Trust welcomes applications from diverse candidates. The Trust has a clear commitment to equal opportunities and it is the duty of every employee to comply with the detail and spirit of the Trust's policy.



Employees will have the right to be treated equitably and with dignity and respect in all areas of employment, regardless of age, gender, disability, ethnic or national origin, religious belief, sexual orientation, HIV status, social and employment status, gender reassignment, political affiliation or trade union membership.

11. 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 employees 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. Employees are not allowed to further their private interests in the course of their NHS duties.

12. No Smoking

The Trust acknowledges its responsibilities to provide a safe, smoke free environment for its employees, patients and visitors and is therefore committed to a No Smoking Policy. All Health Service premises are considered as non-smoking zones and smoking is not permitted in any part of the premises or grounds.

Employees can only smoke/vape out of working hours and off-site where they are non-identifiable as a member of the Trust. All employees have a responsibility to support the policy with their own behaviour and, to communicate it to others on site.

Assistance and support will be given to any employees who wish to give up smoking.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.

