

Job description

Job title:	Maternity Care Assistant	
Clinical Service Unit:	Women's Health	
Division:	Women & Children's	
Corporate Area:		
Salary band:	Band 2	
Responsible to:	Band 7	
Accountable to:	Matron	
Hours per week:	State total hours a week the role requires	
Location:	MKFT	
Manages:	Direct reports:	Midwife
	Indirect reports:	Matron

Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our standards we deliver more than just a quality patient experience because we:

- Treat everyone with respect, courtesy and kindness
- Provide timely care and attention
- Listen, inform and explain
- Involve you as part of the team and work together
- Are reassuringly professional
- Provide and maintain a clean and comfortable environment

Aim of the role

The post holder will contribute to the work of the maternity service. The post includes the provision of care to women and their families within their homes, community setting and antenatal clinics. To carry out defined tasks and skills as directed by midwifery staff, recognising personal limitations and ensuring appropriate liaison and referrals are made as required. Working independently without direct supervision the maternity support worker is key in ensuring that care is implemented as planned and in collaboration with any multiagency approach and reports any significant deviations from the normal.

Key working relationships

Internally

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- Members of Divisional and Clinical Service Unit Management Teams, Matrons and other key staff
- Midwives, Nurses and Nursery Nurses
- Administrative staff
- Domestic staff
- Multidisciplinary team
- Ultrasound sonography staff

Externally

- NHS Employers
- Colleagues in other NHS organisations
- Adult and Childrens Social Care and Children & Family Practices
- Children's Centre

Key result areas

To provide professional and compassionate evidence based care, advice and support during the antenatal, intrapartum and postnatal period to women and their families, acknowledging personal and role limitations.

To support the implementation of evidence based practice and workforce programmes to achieve its strategic objectives of the Trust.

To help ensure that experience of trust is positive for women, babies and their families.

Main duties and responsibilities

Communication and Relationship Skills

- Develop and maintain effective working relationships with the multi-disciplinary team and allied groups within the acute Trust.
- Represent and promote the Women's Service Unit internally and externally as required.
- Communicates with clients, their families and carers providing information regarding their care clearly explaining the benefits and risks of different care approaches and the alternatives available recognising barriers to acceptance.
- Works with clients, their families and carers as partners in their care, acting as an advocate for the client.
- To ensure that essential information on clients condition and decisions taken regarding care are recorded and communicated appropriately according to Trust policy.

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- Maintain accurate written and computerised records ensuring all advice given is documented concisely and clearly in the maternity records and Patient Administration System (eCare) as appropriate.
- Demonstrate courtesy and diplomacy in dealing with professional colleagues and members of the public.
- Participate in staff meetings.
- Participate in staff training sessions.

Professional

- To act in a safe and professional manner at all times.
- Carry out maternal observations of temperature, pulse, respiratory rate, oxygen saturations, blood pressure and urinalysis, documenting them accurately in the woman's maternal records and reporting deviations from the normal to the midwife or an appropriate healthcare professional.
- Undertake venepuncture following training.
- Perform an ECG following training.
- Give and assist women with personal care e.g. catheter care, bed bath/wash
- Give infant feeding advice in line with local policies and the Baby Friendly Initiative
- Assist in maintaining the cleanliness and tidiness of the ward area
- Support parents in caring for their newborn, demonstrating tasks such as nappy changing and umbilical cord care.
- Assist in setting up for procedures.
- Complete Newborn Blood Spot Screening (NBSS) following discussion with the parents and in line with National and local policies and procedures.
- Ensure that all clinical care personally provided is of a high standard and reflects current evidence.
- Refer and liaise with other agencies and professionals as appropriate, according to individual needs of the woman and/or her baby and in consultation with the appropriate person.
- Undertake other duties as required from time to time following appropriate training.

Responsibility for Human Resources

- Participate in the investigation of complaints.
- To participate in in-service training programmes.
- To maintain practice via personal development and continuing education, providing evidence of this through personal development plans.
- To complete a personal development review annually with a band 7 midwife.

Responsibility for Policy/Service Development

- Ensures all care given uses research / evidence based recommendations demonstrating improvements in care.

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- To contribute to the audit of all relevant Trust requirements, National Service Frameworks and other National Initiatives.
- Facilitate education of women and their partners at Parent Education sessions.
- **Responsibility for Financial and Physical Resources**
- To ensure and monitor that equipment is maintained in accordance with Trust policies.
- Identify potential problems in advance, informing the Band 7 as appropriate.
- Check cars weekly or as required to ensure road worthiness including road tax disc and council permits
- Check on call equipment weekly or as required to ensure all necessary equipment is available for use, reporting any malfunctioning or missing equipment appropriately and follow up as necessary to ensure safety is maintained
- Ensure stock rotation and levels are maintained.

Operational and Working Conditions

- To comply with the Health and Safety Policy in accordance with the agreed policies and procedures. To report any accidents, incidents, near misses, hazards or serious untoward incidents in accordance with the agree procedures.
- To support the Adult Safeguarding Nurse, Named Nurse and Named Midwife for Child Protection by ensuring that relevant actions are implemented.
- To work in collaboration with the Trusts Risk Management and Clinical Governance Managers.

Equality and Diversity

- To recognise the importance of people's rights and interpret them in a way that is consistent with Trust procedures, policies and legislation.
- To challenge behaviour that infringes the rights of others.

Other Aspects of the Role

- Carries out potentially exposure prone procedures.
- Is exposed to risk of infection and bodily fluids.
- Undertake clerical support e.g. preparation of information packs for mothers, photocopying information, answering the telephone and taking personable information.
- Orientate and support new members of the team following training and achieving competency.

General

To comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

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All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 1998.

Managing risk: maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

We work within a seven-day working pattern and welcome applications from people of all ages including people over 65.

All employees have a responsibility for safeguarding children, young people and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

All Trust employees are to ensure that they work at all times in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Key Performance Indicators

- Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against organisational objectives.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Effort, skills and working conditions

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Physical skills	Standard keyboard skills required
Physical effort	Combination of sitting, standing, walking and moving equipment.
Mental effort	Frequent interruption due to the operational nature of the role
Emotional effort	Deals with complex and sensitive personal and safeguarding issues, exposure to conflict
Working conditions	Working with a team in the maternity unit

Performance management and appraisal

All staff are expected to participate in individual performance management process and reviews.

Personal development and training

MKFT actively encourages development within the workforce and employees are required to comply with trust mandatory training.

MKFT aims to support high quality training to NHS staff through various services. The trust is committed to offering learning and development opportunities for all full-time and part-time employees.

General

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

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All staff has a responsibility for safeguarding children, young people and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they 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.

If you have responsibility for a budget you are expected to operate within this and under the trust's standing financial instructions (available in the intranet's policies section) at all times.

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Person specification

Post	Maternity Care Assistant	Band	2
Dept/ward	Maternity		

Essential = E Desirable = D		E or D	Application form	Interview
Milton Keynes Hospital Standards	Demonstrable ability to: <ul style="list-style-type: none"> • Treat everyone with Respect, courtesy and kindness • Provide timely care and attention • Listen, inform and explain • Involve you as part of the team and work together • Are reassuringly professional • Provide and maintain a clean and comfortable environment 	E	A	I
Qualifications and knowledge	<ul style="list-style-type: none"> • GCSE Maths and English or Key skills level 1 • NVQ Level 2/3 in health care • Computer skills • Basic understanding of the data protection Act • Understanding of the need for confidentiality • Understanding of the need for patient focused care • Understanding of the need for safeguarding adults and children • Understanding of the job role within maternity services. 	E E E E E E E	A A A A A A A	I I I I I I I
Experience	<ul style="list-style-type: none"> • Experience in the NHS Acute or Community Health Care setting • Experience of working in a multi-disciplinary team • Experience working with the public and customer care skills 	D E E	A A A	

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Skills	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Able to work independently and as part of a team • Computer skills • Able to organise own workload • Able to use initiative • Able to work in a calm manner in a pressured environment • Able to work within a diverse team • Able to work under supervision • Able to recognise when to escalate to a senior member of staff 	E E E E E E E E E	A A A A A A A A A	I I I I I I I I I
Personal and people development	<ul style="list-style-type: none"> • Evidence of Continuous Professional Development • Willingness to learn • Recognises own limitations • Commitment to undertake any necessary training. 	E E E E	A A A A	I I I I
Communication	<ul style="list-style-type: none"> • Good interpersonal skills • Excellent communication skills, both verbal and written 	E E	A A	I I
Specific requirements	<ul style="list-style-type: none"> • Able to perform the duties of the post with reasonable training • Able to participate in internal rotation to meet service needs and shift patterns • Prepared to adhere to trust uniform policy • Enthusiastic • Self- aware • Team focused • Motivated • Reflective • Reliable, adaptable and dependable 	E E E E E E E E E	A A A A A A A A A	I I I I I I I I I

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