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CAJE REF Wales/WPF/2024/0005

APPROVED 30/01/2024

# JOB TITLE Wales Health Care Support Worker (Maternity)

# BAND Band 2

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| Job Summary | | |
| * To undertake delegated duties under the direct supervision of a registered midwife, nurse or appropriately qualified practitioner and following a period of training and completion of core skills and competencies. * To provide direct and indirect care to women, birthing people, babies, and families. | | |
| Responsible to | | |
| Reporting: | Accountable: | Professionally: |
| Responsibilities and Duties | | |
| **Planning and Design**  Plan own workload which has been delegated by a midwife or nurse, ensuring tasks are completed in a timely manner.  Follow standard operating procedures, guidelines and policies whilst delivering care.  Work within own scope of practice.  Work as part of the multi-disciplinary team, reporting relevant information to the appropriate practitioner.  **Care**  Support midwives, nurses, and other members of the multi-professional team in providing kind, compassionate, respectful person and family-centred care to women, birthing people, babies, and families.  Provide care during the antenatal, intrapartum, and postnatal period under the supervision and direction of the registered midwife or nurse following a plan of care.  Obtain informed consent prior to providing care, understanding the actions required if care is declined.  Support women, birthing people, and babies with basic personal hygiene, including using the shower or bath, washing facilities, accessing, and using toilets, collecting, and disposing of bodily waste, ensuring that privacy, dignity, and security is maintained.  Assist people to eat and drink through choosing appropriate food and drinks and enabling them to prepare for eating and drinking, assisting them where appropriate.  Participate in and assist mothers/birthing people/parents in providing basic care to their baby/s, to include, infant feeding, nappy changing and demonstration bath.  Contribute to public health, the promotion of health and prevention of illness as directed by the registered midwife or nurse.  To participate in infection prevention and control in the healthcare setting, through hand hygiene practices, maintaining a clean environment and cleaning of equipment.  Escort mothers/birthing people to and from theatre.  Participate in effective rotation of sterile and non-sterile stocks.  Prepare the woman/birthing person and/or environment for, and participate, in moving and handling, arranging the appropriate equipment.  Act as a chaperone when appropriate.  Escort women, birthing people and/or babies to other departments within the healthcare setting.  Record information obtained during care activities, for example fluid balance (intake and output) and nutrition, height, weight, and age.  Report any errors and take ownership of mistakes informing the registered midwife or nurse in a timely manner.  Understand and follow the principles of safeguarding children and adults, promptly reporting any concerns to the registered midwife or nurse or appropriate practitioner.  Participate in clinical emergencies, summoning assistance and following local or national guidance, working as a member of the multi-disciplinary team within scope of practice.  Act sensitively, compassionately, and respectfully during times of bereavement or loss.  **Stock and Equipment**  Maintain adequate levels of stock, equipment and materials and facilitate the efficient, effective use of resources reporting when availability falls below an acceptable standard or level.  Clean all types of equipment, and rooms/areas within the ward or care setting.  Ensure safe custody, return or disposal of individuals property.  Maintain a good standard of cleanliness in the healthcare setting and appropriate ordering and storage of stock items.  **Communications**  Talk to women, birthing people and their families providing and receiving basic information, providing reassurance and using appropriate communication techniques. You may be talking to people with additional needs or learning disabilities or a language/communication barrier which can make communication harder.  Talk to other professionals and staff within the healthcare setting in a clear and appropriate way, providing feedback on delegated tasks and highlighting any concerns you may have.  Take phone calls and messages and pass on information in a clear and timely manner.  Seek and accept constructive feedback from colleagues and women, birthing people, and families.  Recognise and respond to concerns from the mother/birthing person/family member promptly reporting them to an appropriate practitioner.  Participate in team discussions informal and formal.  Maintain confidentiality in line with local information governance policy.  **Improvement and Monitoring**  Alert the midwife or nurse promptly to changes in the baby or mothers/birthing person’s condition and respond to clinical emergencies.  Identify potential risks for all staff, patients and visitors and refer to relevant incident reporting procedures.  Demonstrate knowledge and understanding and following infection prevention and control guidance.  Be able to participate in audit and surveys, research, or development activities.  Follow security procedures.  Be able to recognise and report safeguarding concerns.  **Management, Leadership and/or Training**  Assist in the training and supporting of new staff through demonstration of duties.  **Digital and Information**  Maintain accurate records in both written and electronic formats, adhering to data governance, confidentiality, and cybersecurity policies.  Where appropriate, demonstrate proficiency in selecting and using digital tools for daily tasks, training, communication, and supporting individuals in safely using digital healthcare methods. | | |
| PERSON SPECIFICATION | | |
| Qualifications and Knowledge | | |
| Essential  * Level 2 in care   or  Ability to undertake a period of Induction and on the job training to include theoretical knowledge of care and a range of work-related procedures, for example completion of a competency-based workbook equivalent to Level 2 vocational qualification.   * Ability to understand and comply with mandatory induction standards and Code of Conduct for Health Care Support Workers in Wales.   **Desirable**   * Level 2 vocational qualification in relevant health care related subject. | | |
| Experience | | |
| Essential  * Experience of working as part of a team.  Desirable  * Previous experience working with people in a caring capacity. | | |
| Skills and Attributes | | |
| Essential  * Good communication skills – verbal and written, with the ability to convey information clearly and sensitively. * Ability to keep calm in stressful situations. * Ability to demonstrate a caring and compassionate approach. * Organisational skills, with the ability to plan and prioritise own workload efficiently. * Ability to use technology to undertake the role for example Microsoft office, email, TEAMS etc. * Physically able to carry out the duties of the role, including lifting, assisting with mobility, and performing other manual tasks.  Desirable  * Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh (please delete as appropriate). | | |
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| * Enhanced DBS clearance including Adults and Childrens Barred List check. * Ability to work a range of shift patterns. | | |