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CAJE REF Wales/WPF/2024/0006

APPROVED 30/01/2024

# JOB TITLE Wales Maternity Support Worker

# BAND 3

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| Job Summary | | |
| * Undertake delegated duties with minimal supervision of a registered nurse, midwife or appropriately qualified practitioner and following a period of training and completion of core skills and competencies. * Provide direct and indirect care to babies in transitional and special care areas, parents, and families. | | |
| Responsible to | | |
| Reporting: | Accountable: | Professionally: |
| Responsibilities and Duties | | |
| **Planning and Design**  Plan own workload which has been delegated by a registered nurse, midwife or appropriately qualified practitioner ensuring tasks are completed in a timely manner, planning own workload according to priorities and the needs of babies.  Follow standard operating procedures, guidelines and policies whilst delivering care.  Work within own scope of practice and competence.  Work as part of the multi-disciplinary team, reporting relevant information to the appropriate practitioner.  **Clinical**  Work as part of the nursing and wider multi-disciplinary team providing kind, compassionate, respectful person and family-integrated care to babies, parents, and families.  Provide direct and indirect care to babies, parents, and families under the supervision of a registered nurse, midwife, or appropriately qualified practitioner.  Implement care to babies in the transitional care/special care/low dependency areas under the delegation and supervision of a registered nurse, midwife, or suitably qualified practitioner.  Work in collaboration with other members of the multi professional team to ensure high quality care and the safe and timely discharge of babies.  Recognise and report any change to the baby’s condition to a registered nurse or midwife or suitably qualified practitioner.  Recognise and respond appropriately to clinical emergencies.  Support women, birthing people, and partners with infant feeding including breast feeding, expression of breast milk, artificially feeding and equipment hygiene.  Support in theatres, including escorting mothers/birthing people to and from theatre, prepare the theatre before and after procedures, fetching needed equipment, assisting with the sterile field by obtaining and wrapping supplies, managing waste and maintaining cleanliness.  Promote and support skin to skin contact with babies and parents if appropriate.  Competent to carry out a range of clinical skills appropriate to their area of work in line with their scope of practice and the nursing governance framework including:   * Ensure the appropriate nutritional intake of all babies as per their care plan. * Monitor and record body waste fluids accurately. * Monitor vital signs and record and report findings e.g., weight, temperature, pulse, respirations, oxygen saturations and blood glucose monitoring. * Recognise and respond to any family difficulties, being aware of the emotional needs of parents and families with babies in hospital, providing guidance and support. * Complete point of care testing. * Complete newborn blood spot screening as appropriate following training and registration.   Participate in the admission, transfer, and discharge of babies in accordance with health board policies.  Escort babies to other departments within the healthcare setting, following security procedures.  Report any errors and take ownership of mistakes informing the registered midwife or nurse in a timely manner.  Act sensitively, compassionately, and respectfully during times of bereavement or loss.  Provide public health, health promotion and ill health prevention teaching, advice, and support to parents and families.  Adherence to local infection control policies and procedures to maintain a safe and hygienic environment.  **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.  Assist with maintaining the cleanliness of equipment, rooms, and storage.  Ensure safe custody, return or disposal of individuals property.  **Communications**  Welcome babies, parents, families, and visitors, providing assistance, support, and information.  Talk to babies, parents, and families sensitively, confidentially and with empathy to meet the wide ranging communication, physical and emotional needs of individuals.  Use a range of communication approaches to engage parents in ways that can be clearly understood, recognising individual needs, and overcoming any barriers to communication.  Establish and maintain effective communication with parents and families ensuring they have sufficient confidence, assistance, and support to enable them to care for their baby in preparation for discharge.  Work as part of the multi-disciplinary team, reporting relevant information to the appropriate practitioner to ensure care is well planned and co-ordinated.  Maintain confidentiality in line with local information governance policy  **Improvement and Monitoring**  Comply with health boards health and safety policy and actively participate in this process with responsibility for reporting incidents via Datix system.  Be able to recognise and report safeguarding concerns for children and adults. Be able to initiate safeguarding procedures.  Be able to participate in audit and surveys, research, or development activities.  **Management, Leadership and/or Training**  Support through demonstration of elements of own role, newly appointed unregistered members of the team or other learners.  To demonstrate procedures to parents and carers on an individual or group basis.  **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 3 qualification in a health care related subject   Or   * Equivalent experience and can evidence work based competency demonstrating theoretical knowledge, and the ability to undertake clinical care duties relevant for the role which is gained through experience and worked based training/short courses. * Knowledge of the Code of Conduct for Healthcare Support Workers in Wales and All Wales Delegation Guidelines (HEIW). * Knowledge of relevant policies and procedures within a healthcare setting for example the principles of Safeguarding adults/children to keep patients within their care safe, and confidentiality for example General Data Protection Regulations (GDPR). | | |
| Experience | | |
| Essential  * Experience of working within a relevant health or social care environment, providing direct patient care.  Desirable  * Experience of working with patient groups relevant to area of practice. * Experience of working within the NHS. | | |
| Skills and Attributes | | |
| Essential  * Good communication skills – verbal and written, with the ability to convey information clearly and sensitively. * Ability to work with minimum supervision to a high standard. * 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 and others workload efficiently. * Ability to use technology to undertake the role, for example Microsoft Office, virtual platforms such TEAMS. * 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. | | |
| Other | | |
| **Other**   * Enhanced DBS clearance including Adults and Childrens Barred List check. * Ability to work a range of shift patterns. | | |