CAJE REF CYM/Wales/2024/0006

APPROVED 30/01/2024







# JOB TITLE Maternity Senior Health Care Support Worker

# BAND Band 3

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| Job Summary | | |
| * To enhance the safety and satisfaction of women and birthing people during their journey through pregnancy, birth and the postpartum period through direct and indirect care * To always demonstrate the values and behaviours of the health board * To undertake delegated duties with minimal supervision of a registered midwife or appropriately qualified practitioner and following a period of training and completion of core skills and competencies in the hospital, community or other setting | | |
| Responsible to | | |
| Reporting: | Accountable: | Professionally: |
| Responsibilities and Duties | | |
| To assist in the planning, implementation, evaluation and delivery of care, by providing support to women, birthing people, families, midwives and the wider multidisciplinary team  To work within the Maternity team providing kind, compassionate, person centred care to women, birthing people, and families  To maintain a good standard of cleanliness in the healthcare setting and the appropriate ordering and storage of stock items  **Planning and Design**  Plan your own workload which has been delegated by a midwife, nurse or appropriately qualified practitioner (AQP) ensuring tasks are completed in a timely manner using your initiative to prioritise the work based on the needs of women, birthing people, babies, and families.  To follow standard operating procedures, guidelines and policies whilst delivering care  **Improvement and Monitoring**  Alert the midwife, nurse, or appropriately qualified practitioner promptly to changes in the baby or mother’s, birthing person’s condition.  Identify potential risks for all staff, clients and visitors and refer to relevant incident reporting procedures.  Be able to participate in audit and surveys, research, or development activities.  Follow security procedures and policies, always ensuring the safety of babies and mothers.  Recognise and report any safeguarding concerns to the registered nurse, midwife or AQP and contribute to safeguarding processes.  **Communications**  Talk to women, birthing people and their families providing and receiving basic information. 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 sharing clinically relevant information.  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.  Give feedback on completion of delegated tasks to the registered midwife, nurse or AQP highlighting any concerns you may have.  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.  **Clinical**  To provide care under indirect supervision of and delegation by the registered midwife, nurse AQP following a plan of care.  To obtain informed consent prior to providing care, understanding the actions required if care is declined.  To undertake and record observations using MEOWS charts and reporting all findings to registered staff.  To record information obtained during care activities, for example fluid balance (intake and output) and nutrition, stool charts, height, weight, and age.  To 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.  Care of and removal of urinary catheters and care of stomas.  To perform point of care testing.  To undertake clinical skills within scope of practice and job role, including venepuncture.  Undertake newborn bloodspot screening following a period of training and completion of competencies.  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 ensuring an awareness of food allergies and intolerances.  Support women, birthing people and partners with infant feeding, including breast feeding, the expression of breast milk, use of breast pumps, cup and syringe feeding of EBM.  Demonstrate the safe preparation of formula feeds.  Demonstrate hygiene and sterilisation techniques for all feeding equipment.  To be able to discuss micturition and changing stool for the neonate with parents.  To deliver public health messages, promoting health and preventing ill health as delegated 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.  To prepare a woman / birthing person for obstetric surgery  To support in theatres, including escorting mothers/birthing people to and from theatre, preparing and attending for obstetric surgery and effective rotation of sterile and non-sterile stocks.  Independent removal of epidural catheters.  Handle, package and send specimens adhering to infection control and local guidance or policies.  Process and report findings of umbilical cord pH measurements.  To prepare the woman/birthing person and/or environment for, and participate, in moving and handling, arranging the appropriate equipment for example placing women into the lithotomy position.  To act as a chaperone when appropriate and prepare women and birthing people for midwifery or medical interventions or procedures.  To escort women, birthing people and/or babies to other departments within the healthcare setting.  To report any errors and take ownership of mistakes informing the registered midwife or nurse in a timely manner.  Working as part of the multi-disciplinary team participate, within scope of practice, in clinical emergencies, summoning assistance and following local or national guidance.  Act sensitively, compassionately, and respectfully during times of bereavement or loss.  Administration of vaccination subject to continued approval and legislation.  **Non-Clinical**  Clean all types of equipment, and rooms/areas within the ward or care setting.  Ensure safe custody, return or disposal of individuals property.  **Finance and Budget**  To maintain adequate levels of stock, equipment and materials and facilitate the efficient, effective use of resources and initiate ordering stock items when availability falls below an acceptable standard or level.  **Management, Leadership and/or Training**  Support through demonstration of elements of own role, newly appointed unregistered members of the team or other learners, through demonstration of duties.  Support the provision of antenatal education in a group setting or individual basis.  **Digital and Information**  Maintain accurate patient records both written and electronic e.g., the Welsh Nursing Care Record in accordance with the health board policy having regard to information governance, GDPR, confidentiality and safe keeping. | | |
| PERSON SPECIFICATION | | |
| Qualifications and Knowledge | | |
| **Essential**  Vocational or formal qualification at level 3 or equivalent experience  **Desirable**  Understands basic physiology, e.g., normal vital signs, fluid balance, nutritional requirements | | |
| Experience | | |
| Previous work experience in a caring capacity (not limited to healthcare) or as a health care support worker | | |
| Skills and Attributes | | |
| Able to demonstrate a positive, caring, and compassionate attitude  Good communication skills, verbal and written to level 3  Able to organise self to achieve delegated task  Able to demonstrate a positive, caring, and compassionate attitude to all clients, relatives, and members of staff in a calm manner  Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh | | |
| Other | | |
| Satisfactory Standard/Enhanced DBS clearance including an/a Adults and Childrens Barred List check | | |