



# Maternity Support Worker Band 3

Women and Childrens

## JOB DESCRIPTION



Chelsea and Westminster Hospital  
NHS Foundation Trust



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# Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

## Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

## Job summary

**Job title** Maternity Support Worker

<b>Band</b>	3
<b>Division</b>	Women and Childrens
<b>Responsible to</b>	Ward/Department Manager
<b>Accountable to</b>	Matron for Inpatients
<b>Type of contract</b>	Permanent
<b>Hours per week</b>	37.5
<b>Location</b>	Queen Mary Maternity Unit, West Middlesex Site

## **Job Summary**

The primary role of the Maternity Support Worker (MSW) is to assist, support and work in collaboration with the midwife and the wider multidisciplinary team; in order to provide a safe and holistic approach to women centred care.

The midwife is ultimately responsible for the care of the mother and her new-born(s), and it is under the direct or indirect supervision of the midwife that the MSW assists with and provides care following completion of any relevant or appropriate training. The post is rotational and the employee will be provided with appropriate training for the clinical setting in which they are working. These settings include antenatal inpatient or outpatient care, intrapartum inpatient care and postnatal inpatient and outpatient care

The post holder is expected to undertake a set of defined competencies; including the 'care certificate'. This certificate ensures the minimum standards for the role are met, and can further be incorporated into a 'skills passport'. Support will be given to employees to further develop their skills and explore pathways for progression where appropriate.

This job description may be particularly relevant to employees currently working at Band 2/3 who are looking to progress and prepare for entry into a programme of further study or development.

# Roles and responsibilities

## None Clinical Responsibilities

- Assist with the admission, orientation and discharge of women and their babies 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 in order 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 maternity team, both in the hospital and community settings.
- Manage own time effectively whilst prioritising care needs for women and their babies under care under the direction of the midwife.
- Act reliably; relaying messages to the appropriate person in an effective and timely manner, whilst maintaining women's confidentiality.
- Convey an approachable and professional attitude to all mothers and their families.
- Communicate effectively with women and their families in all settings, with particular attention to providing updates on any delays or changes to their 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.
- Successfully complete the 'care certificate' competency booklet within the first six months of employment.
- 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.
- **20.** Participate in the audit of standards within the unit if appropriate.

## Clinical Responsibilities

- Responsibly receive details of daily duties from the midwife, and use own discretion when prioritising care, under direction and supervision.
- Undertake routine observations (and escalate any deviation from the normal range) to the named midwife or appropriate member of the multi-professional team.
- Support women during clinical procedures, including attending to any personal hygiene needs as necessary.
- Assist /act as a runner in obstetric theatres.
- Provide support to labouring women if asked to do so, and under the supervision of the midwife.
- Supporting women in their choice of infant feeding, and have awareness of the options available.
- Provide evidence based support, assistance and advice to women who are breastfeeding, or are planning to breastfeed.
- Support and assist women 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
- Perform venepuncture in line with local policy and guidance following completion of the appropriate competency.
- Assist with the transportation of blood products if asked to do so, and have an awareness of the storage requirements.
- Assist in the maintenance of good bladder care, removal of catheter and disposal of equipment following infection control policy and to document accurately the fluid balance.
- Undertake 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 midwife 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.
- Act as chaperone when requested to do so by the midwifery or obstetric team.
- Escort women and their families between clinical areas as required.
- Undertake newborn blood spot screening, following successful completion of the appropriate competency, as directed by the midwife. Ensure the midwife 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 maternity records.
- To assist or perform serum bilirubin ratio (SBR) test, following successful completion of appropriate competency as directed by the midwife.

- Assist women with mobilisation following surgical procedures and remove of dressings or cannula under direction of the midwife.
- Assist in the nutrition and hydration needs of women.
- Assist the midwife in the delivery of the women's care, including the promotion of public health information. Sign posting to women the local and national services available.
- Ensure the cleanliness of equipment in all clinical and non-clinical areas, and assist the midwife in appropriately preparing the birthing environment.
- 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.
- Assist in stocking up and cleaning all home birth team equipment if required.
- Work under the guidance for a lone worker in the community in line with local policy.
- Manage own caseload under instruction / supervision of the midwife in the community setting.
- Report or escalate any concerns you may have with women under your caseload in line with local policy and guidance.
- Support women and their families with the transition to parenthood, including teaching parenting skills and promoting bonding.

## **Community**

- Once training and assessment of competence is obtained MSW to be involved in carrying out tasks and planned care as designated by a registered midwife.
- To give regular handover of care to the named midwife all areas of care completed in practice.
- To attend homes in the community to complete postnatal care of both mother and baby as appropriate. (adhering to the lone worker policy within trust)
- To recognise any deterioration in mental and emotional wellbeing and respond appropriately, escalating to named midwife.
- Participate in health promotion activities including diet, smoking cessation and breast feeding. (For example signposting to local service appropriately as per policy guidance).
- To be aware of Child Protection issues and refer issues of concern to registered midwife.
- To assist in the teaching of parent and health education within designated classes and on an individual basis
- To liaise with the registered midwife with any areas of concern and inform of the timing of the next planned visit.
- To be aware of the current policy and service frameworks for mental health (eg 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, the role of advocacy.
- To be aware of peri-mental health issues and the appropriate referral pathway and to escalate to multi-disciplinary team and concerns noted within home or hospital setting.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and his/her manager.

All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

## **Key working relationships**

- Midwifery Team
- Clinical Midwifery Specialists
- Members of the multi-disciplinary team
- Women and their families

# Person specification

**Job title** Maternity Support Worker  
**Band** 3  
**Division** Women and Childrens

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

**E** = essential  
**D** = desirable

## Trust values

Putting patients first	E
Responsive to patients and staff	E
Open and honest	E
Unfailingly kind	E
Determined to develop	E

## Education and qualifications

GSCE( A-C) English and Maths, or equivalent qualification	E
NVQ Level 3 in Health care or equivalent experience	E
Commit to undertake in-house training	E
Care certificate	D
Foundation Degree Maternity Pathway	D

## Experience

Previous experience of working with members of the public	E
Maternity care experience in a hospital/birth centre	D
Experience of using hospital patient record system	D
Experience of working in an acute hospital setting	D
Experience of providing high quality care	D

## Skills and knowledge

Approachable manner with good inter personal skills	E
Good written and verbal communication skills	E
Numerate	E
Ability to prioritise workload	E
Ability to work without direct supervision	E
Understanding of the role and own professional boundaries	E
Able to identify when to escalate issues/concerns	E
Ability to work as part of team and to liaise with colleagues in other disciplines	E
Demonstrate attention to detail	E
IT / computer skills	E
Understanding of Safeguarding issues	E
Awareness of Health and Safety issues	E
Knowledge and understanding of data protection confidentially	E

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**Personal qualities**

Adaptable and flexible approach to work	<b>E</b>
Positive attitude to training and development	<b>E</b>
Ability to work 24 hour shift pattern, including weekends and bank holidays	<b>E</b>

**Notes**





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