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| **JOB DESCRIPTION** | |
| JOB IDENTIFICATION | |
| Job Title: | Women and Children’s Health Care Support Worker |
| Responsible to  (insert job title): | Senior Charge Midwife |
| Department(s): | Maternity Services |
| Directorate: | Women and Children’s Health |
| Operating Division: | BGH Acute |
| Job Reference: | 7274 (re-submission of 7251) |
| No of Job Holders: |  |
| Last Update (insert date): | May 2024 |

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| 2. JOB PURPOSE | |
| To support and assist midwives, nurses, and medical staff to deliver care and services for women, children and babies across women and children’s health departments. | |
| **3. DIMENSIONS** | |
| The post-holder is a member of a multi-disciplinary team providing support to midwifery, nursing, and medical staff.  The post-holder will work with women and their families during their care in maternity service which delivers acute, elective, and emergency antenatal, intrapartum and postnatal care for approximately 900 women who give birth each year.  The post-holder will work with children and neonates during their admission within the paediatric service.  Ward 15 is a nine bedded unit providing in-patient, ambulatory and day care to children and young people from 10 days to 16 years old or transitioning to adult services. Special Care Baby Unit provides care for babies born prematurely or who have health care needs following birth. It has 8 cots, providing 2 High dependency cots and six nursery cots.  The post-holder will provide health care support work cover between Labour Ward, Ward 16, Ward 15 and Special Care Baby Unit.   * Undertakes housekeeping within the wards, technical maintenance, tidying, non-domestic cleaning and re-stocking of equipment and furnishings. * Clerical duties are undertaken including IT systems Badgernet, Trakcare, Agility. * Rotation within the unit and day/night duty is required. | |
| 4. ORGANISATIONAL POSITION | |
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| 5. ROLE OF DEPARTMENT | |
| The Women and Children’s service is based within Borders General Hospital and provides multi-disciplinary support to childbearing women, their families, and children up to the age of 16 years old (Up to 18 years old in exceptional circumstances).  We provide planned and unplanned care across the services along with out-patient and in patient provision. | |
| 6. KEY RESULT AREAS | |
| * Adheres to all NHS Borders Policies, guidelines, and procedures. * Provide personal and clinical care. * Personal care to women and children, including neonates, infant’s, children, and young people: * Bed-bathing, assisting with bathing/showering and going to the bathroom. * Baby bathing, nappy changing and feeding. Supporting children and families at mealtimes in a safe effective manner following guidance from health professionals. * Supporting mew mothers learning parenting skills. * Clinical care: * Undertakes patient observations and enhanced observations - temperature, pulse, respirations, blood pressure, O2 saturation levels, fluid balance and urinalysis. Document observation on appropriate chart- general chart, MEWS, PEWs and escalate accordingly Document food, fluid, and nutrition. * Administer nasogastric feeds to neonates * Care and removal of urinary catheter, collection and testing of urine. * Removal of IV cannula and simple wound dressing. * Supporting midwives and medical staff at deliveries and epidural siting, this includes preparing and cleaning procedure trolleys. * Measure and fitting of TED stockings. * Perform blood glucose monitoring. * Provide support and assistance to teams during neonatal, paediatric and obstetric emergency procedures. * Participate in Newborn Hearing Screening * Provide basic care to bereaved families * Provide infant feeding support and advice to parents * Housekeeping   Bed making, keeping the ward environment tidy and non-domestic cleaning so that it complies with infection control, health, and safety guideline.   * Assists with care of patient belongings. * Organises meals and menus. * Requests repairs and maintenance on agility system. * Handles patient mail. * General * Escorting and transferring patients within the units. * Assists with birth companions, family, and visitors. * Provides mentorship, support, orientation and induction of new staff, bank staff and colleagues. * Clerical * Ordering supplies according to agreed stock levels. * Uses IT /PAS systems to assist with tracking medical records, requesting labels, admitting, transferring, and discharging patients. * Photocopies records and information required. | |
| 7a. EQUIPMENT AND MACHINERY | |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | Checking | Stocking | Cleaning | Use | | Meal trolley |  |  |  | x | | Drinks machine |  | x |  | x | | Toaster | x |  | x | x | | Dishwasher |  | x |  | x | | Wheel Chairs |  |  | x | x | | Waste Disposal | x |  | x | x | | Weighing Scale | x | x | x | x | | ASDU supplies | x | x |  | x | | Furniture | x |  | x | x | | Laundry | x | x |  | x | | Telephone |  |  |  | x | | Photocopier |  |  |  | x | | Computer/printer |  |  |  | x | | Moving and Handling Aids | x | x | x | x | | Blood pressure monitor |  | x | x | x | | Resuscitaire |  | x | x |  | | Blood Gas analyser | x |  |  | x | | |
| **7b. SYSTEMS** | |
| * The post holder must be able to use computer systems including Microsoft office packages e.g. word excel, PowerPoint, intranet, email systems, MS team’s meetings. | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| * Assignment of work will be identified by registered midwife or nurse. * The post holder will be expected to work unsupervised and exercise initiative when providing patient care with a registered midwife or nurse who would be available for support and advice available at all times. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| * The post holder operates under the direction and supervision of the registered midwife/nurse on a day-to-day basis. Any observed problem/complication is reported to the named midwife or midwife in charge. * Prioritises own workload and, with experience, works on their own initiative, without direct supervision for significant periods of time. * To be aware of consent to treatment and duty of care. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| * Providing support to clients and colleagues, in what is often a physically and emotionally stressful environment. * Maintaining concentration and coping with sometimes unpredictable workload. * Being able to react quickly and efficiently in busy and emergency situations. * Remembering workload while rotating within different departments * Dealing with body fluids, smells, and infectious material. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| The post holder requires excellent interpersonal skills.   * The post holder communicates with a wide variety of agencies throughout the hospital during the course of a working day. * The post holder communicates on a regular basis with patients, their relatives and the multi-disciplinary team involved with the provision of care. This includes supporting stressed and bereaved families. * Communication by various routes including the telephone often requires significant interpersonal skills, tact or persuasion. * Communicate sensitive information to patients/carers requiring empathy and reassurance. * Maintain confidentiality. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Demands:**   * Good physical fitness levels are essential to the role while working within moving & handling policies. Good hand eye co-ordination is required for certain work and procedures**.** * Most of the role is carried out standing or mobile and can involve equipment that varies greatly in size and weight. * Keyboard skills are desirable for computer/administration.   **Mental Demands**:   * Concentration required when undertaking individualised care. This can be unpredictable during the working day. * Working with other agencies or in areas where staff may have potentially conflicting organisational cultures or philosophy of care.   **Emotional Demands**:   * Caring for patients who have complex health care needs. * Communicating with distressed/anxious/worried patients who have complex health care needs. * Communication with distressed/anxious/worried parents/carers whose significant others have complex health care needs. * Communication with bereaved parents and families.   **Environmental Demands:**   * Exposure to body fluids * Potential exposure to occasional verbal aggression * Potential exposure to unpleasant, unhygienic, disease risk situation e.g. MRSA * Travel in all weathers to work. * Frequent hand washing | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| * Previous experience in a caring role working with people or in a team would be essential * SVQ level3 or equivalent would be essential * It will be essential for applicant to undertake the Women and Children’s Healthcare support worker training day which includes adult and paediatric resuscitation, nasogastric feeding and venepuncture. * Successful completion of competency based workbook * Ability to work with people and as part of a multidisciplinary team is essential. * Communication skills are essential. * Ability to carry out assigned tasks effectively in a number of different and busy environments is essential. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |

**PERSON SPECIFICATION**

For the post of Women and Children Healthcare support worker

This section is intended to identify the training, qualifications and/or experience required for acceptable performance in the job. Ideally, there should be more than 10 ‘essentials’ and 5 ‘desirables’.

These include theoretical and practical knowledge; professional; specialist or technical knowledge; and knowledge of the policies, practices and procedures associated with the job. It takes account of the educational level normally expected as well as equivalent levels of knowledge gained without undertaking formal courses of study; and the practical experience required to fulfil the job responsibilities satisfactorily.

It is important to avoid using generalised statements such as “requires extensive experience”. Rather, such statements should specify the knowledge gained during this experience that is necessary for the role.

Below are the essential knowledge, training (including qualification) and experience required to do this job.

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| **ESSENTIAL**  1 Previous experience in a caring role  2. SVQ level 3 or equivalent  3. Good written and verbal communication skills  4. Ability to prioritise most important tasks at busy times  5. Knowledge of Data Protection Act and patient confidentiality  6. Understands and demonstrates the NHS Borders values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty & responsibility through the application of appropriate behaviours and attitudes  7. Ability to work without direct supervision and use own initiative  8. Will undertake Women and Children’s Healthcare support worker training  **DESIRABLE**   1. IT skills 2. Reasonable understanding of medical terminology 3. Calm organised approach   **PERSONAL QUALITIES**   1. Reliable 2. Conscientious 3. Accurate and efficient |