



# MATERNITY SUPPORT WORKER

## INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	Maternity Support Worker (MSW)
<b>Band</b>	Band 2 progressing to Band 3 once competency document completed
<b>Directorate</b>	Women and Children's
<b>Accountable to</b>	Matron for Maternity Services
<b>DBS Required?</b>	Yes- Enhanced

## JOB OVERVIEW

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 newborn(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.

## Main Duties and Responsibilities

- Demonstrate understanding of the importance of working in partnership with women and their families. Develops and maintains positive relationships, supports informed decision makers, and respects the woman's and her families' wishes, with particular attention to when the family unit is separated, or mum/baby is critically ill.
- Understand the MSW's scope of practice and the importance of the role within national framework to enable working within limits of own competence and authority, escalating to the MDT to inform care planning in line with national and local guidance to avoid harm.

## Administrative Duties

- Ensure that all clinical documentation written or electronic is accurately, collected, updated, stored, and filed in accordance with local information governance and record keeping policy and guidance.
- Provide administrative support to the maternity team, both in the hospital and community settings.
- Participate in tracking, obtaining, and filing clinical records as required in line with local policy and guidance.

## Professional Attitudes and responsibilities

- Convey an approachable and professional manner to all mothers and their families and demonstrates an awareness of discriminatory attitudes and challenges this behaviour to promote equality. This will appreciate protected characteristics and recognise how to support these people from these groups. This includes age, disability, gender reassignment, Marriage and civil partnership, race, religion or belief, Sex and Sexual orientation (Equality Act 2010)
- Ensure that knowledge of local safeguarding policy and procedure is maintained.
- To be vigilant of Child Protection issues and refer issues of concern in a timely manner to registered midwife complying with legal requirements.

## Training Responsibilities

- Attend all statutory and mandatory training as and when required.
- Identify own training and development needs and undertake appropriate training/education as required to ensure a contemporaneous knowledge base and skill set is maintained.
- Participate in annual individual performance review process, whereby objectives will be agreed, performance monitored, and personal development needs discussed.
- To act as a role model and participate in training for their colleagues and peers, recognising the impact of personal behaviour on the culture and performance of the department, and the experience of service users.

## Safe Environment

- Be conversant with the local infection control policy, whilst ensuring mandates are always adhered to.
- Act responsibly in respect of colleague's health, safety and welfare following safety at work practices including lone working, whilst working in compliance with local health and safety policy and guidance.
- 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.
- 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.
- Participate in the audit of standards within the unit if appropriate.

## Care of the Woman

- Manage own time and caseload effectively whilst prioritising care needs for women and their babies under care under the direction and supervision of the midwife in antenatal, postnatal clinics, community hubs or home settings to ensure if appropriate the principles of continuity of carer are applied.
- Escort women and their families between clinical areas as required
- Assist with the admission, orientation and discharge of women and their babies in accordance with local policy and guidance.
- Communicate effectively and clarifies understanding with women and their families in all settings and is able to select appropriate methods to communicate when a disability or complexity may exist.
- Understand and gains valid consent prior to action or providing care.
- Undertake baseline/routine observations and measurements (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 and act as chaperone when requested to do so by the midwifery or obstetric team.
- Provide support to labouring women if asked to do so, and under the supervision of the midwife.
- Perform venepuncture in line with national standards and local policy and guidance following completion of the appropriate competencies.
- Assist in the maintenance and understand the principles of good bladder care, removal of catheter and disposal of equipment following infection control policy and to document accurately the fluid balance.
- Assist in the nutrition and hydration needs of women.
- Assist women with mobilisation following surgical procedures and remove of dressings or cannula under direction of the midwife.
- Assist with the transportation of blood products if asked to do so and have an awareness of the storage requirements.



## Obstetric and Neonatal Emergencies

- Assist /act as a runner in obstetric theatres including:
- To support and assist the midwife in the woman's preparation for transfer to theatre
- To document times and personnel present in theatre records for each procedure
- To undertake WHO checklist
- To Count swabs and needles in instrumental/operative delivery
- Recognises and acts upon within own parameters of competence any abnormal events or emergencies, escalating to the multidisciplinary team through the appropriate means, in a timely manner.

## Health Promotion and Screening

- Maintains a contemporary knowledge base about local and national antenatal and new-born screening services and signposts women and their families to appropriately qualified practitioners if they are undecided or have concerns.
- Has an understanding and can advise families about new-born blood spot screening, immunisations and can produce GROW Charts following successful completion of the appropriate competencies.
- Recognises and promotes the principles of behaviour changes required in health promotion activities including diet, food hygiene, exercise, personal hygiene and smoking cessation. (For example, assess CO levels and signposting to local service appropriately as per policy guidance).
- To complete the relevant documentation for screening test performed in the maternity records.
- To recognise any deterioration in mental and emotional wellbeing and respond appropriately, escalating to midwife to enable an appropriate care pathway.
- To be aware of and understand the current policy and service frameworks for mental health (e.g. Capacity Act, Deprivation of Liberty Safeguards and Mental Health Act).
- To be aware of perinatal mental health issues and the appropriate referral pathway and to escalate to multi-disciplinary team and concerns noted within home or hospital setting.

## Infant Feeding

- Be aware of the main constituents of human milk and their function, including Colostrum and Mature breastmilk.
- Appreciate the importance and the role of human milk and breastfeeding to improve the health and wellbeing outcomes for infants, their mothers and the wider family and in promoting and protecting public health.
- Understand the functional anatomy and physiology of lactation and hormonal influences on milk production and mothering. As well as the role of the Feedback Inhibitor of Lactation (FIL).
- Be able to describe the key practices that facilitate the initiation and have the knowledge and skills to support maintenance of breastfeeding.
- Understand and have an overview of circumstances which can affect lactation and breastfeeding and be able to support mothers to overcome common challenges and make appropriate referrals when necessary (e.g. midwife/health visitor/infant feeding lead).
- Be able to support parents who formula feed to do so responsively and as safely as possible including minimising the risks, to make up feeds as safely as possible, how to sterilise equipment, how to hold a baby and pace the feeds.
- Understand the importance of skin-to-skin contact to support infant feeding and how to facilitate this within practice promoting responsive feeding to feeding cues.

- Understand principles and mechanisms of attachment and positioning for effective feeding in line with BFI standards.
- Understands how to protect breastfeeding should supplementation be required.
- Expression and storage of breastmilk to include hand and pump expression technique.
- Develop an understanding of the importance of secure mother-infant attachment and the impact this has on health and emotional wellbeing, irrespective of feeding method.
- Understand the importance of the WHO International Code of Marketing of Breastmilk Substitutes and subsequent WHA Resolutions (the Code) and how it impacts on practice.

## Care of the Newborn

- 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 and transition to parenthood for new parents when caring for their newborn, whilst promoting safety, bonding and teaching parenting skills in both the hospital and home settings.
- To assist or perform neonatal blood sampling including tests such as newborn blood spot and Serum bilirubin ratio (SBR) test, following successful completion of appropriate competency as directed by the midwife.



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• GCSE Maths and English Grades AC, Levels 4-9, Functional Maths Skills Level 2 or equivalent.</li> <li>• NVQ Level 3 or equivalent in Health care.</li> <li>• Care certificate or willing to work towards.</li> </ul>	<ul style="list-style-type: none"> <li>• Commit to undertake in-house training.</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Previous experience of working with members of the public</li> <li>• Formal maternity care experience in a hospital/birth centre</li> <li>• Experience of using hospital patient record system</li> <li>• Experience of working in an acute hospital setting</li> <li>• Experience of providing high quality care</li> <li>• Understanding of Safeguarding issues</li> <li>• Awareness of Health and Safety issues</li> <li>• Knowledge and understanding of data protection confidentially</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of continuous professional development</li> </ul>

## SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Approachable manner with good interpersonal skills</li> <li>• Good written and verbal communication skills</li> <li>• Ability to prioritise workload.</li> <li>• Ability to work without direct supervision.</li> <li>• Understanding of the role and own professional boundaries</li> <li>• Able to identify when to escalate issues/concerns.</li> <li>• Ability to work as part of a team and to liaise with colleagues in other disciplines.</li> <li>• Demonstrate attention to detail.</li> <li>• IT/computer skills</li> </ul>	

## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Ability to travel and work cross-site.</li> <li>• Adaptable and flexible approach to work</li> <li>• Positive attitude to training and development.</li> <li>• Ability to work flexibly to meet the needs of the service.</li> </ul>	

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

# HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

## SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to

take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

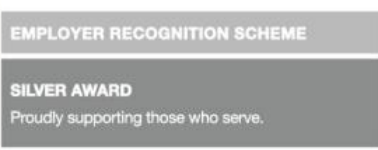
## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.







## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)