

MATERNITY CARE ASSISTANT

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, 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
- 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
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- The role supports midwives and the wider maternity team to give safe, caring support to women and their babies.
- It involves helping with personal care, basic clinical tasks and record keeping under the supervision of a midwife, as described in the document: “it is under the direct or indirect supervision of the midwife that the MCA assists with and provides personal care.”
- The job is rotational, so the post holder will work in different maternity areas and receive training for each setting, including antenatal, intrapartum and postnatal care.
- The role includes keeping women safe, noticing concerns and reporting them quickly, which reflects the requirement to “report any safeguarding concerns.”
- It also involves supporting families with feeding, newborn care and day-to-day needs, helping them feel confident and informed.
- Training and development are an important part of the job, and the post holder is expected to learn new skills and complete set competencies, as stated: “The post holder is expected to undertake a set of defined competencies.”

Job Description

Job title:	Maternity Care Assistant (MCA)
Grade:	Band 3
Site:	The Princess Royal Hospital
Accountable to:	Ward Manager
DBS required:	Enhanced

1. Job Purpose

The primary role of the Maternity Care Assistant (MCA) 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 centered 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 MCA assists with and provides personal 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.

Support will be given to employees to further develop their skills and explore pathways for progression where appropriate. This job description is directly linked to The Maternity Support Worker Competency, Education and career Development Framework set out by Health Education England (HEE) <https://www.hee.nhs.uk/our-work/maternity/maternity-support-workers>. This may be particularly relevant to employees who are looking to progress and [prehttps://www.hee.nhs.uk/our-work/maternity/maternity-support-workers](https://www.hee.nhs.uk/our-work/maternity/maternity-support-workers)pare them for entry into further study.

2. Main Duties and Responsibilities

- Develops and maintains positive relationships, respects the woman's and her families'
- wishes, with kindness, compassion and empathy.
- Should be trustworthy, provide woman centred care and support, and take ownership for mistakes by reporting concerns or errors to a registered practitioner in a timely manner.
- Recognises the Maternity Care Assistants scope of practice within national frameworks and demonstrating NHS Constitution values, asking for guidance when unsure. This will ensure they are working within their competency, demonstrate a professional manner and guarantee care planning is in line with national and local guidance to avoid harm.
- Understands main principles of team working and can define their own role and role of others.

Administrative Duties

- Ensure and participate in tracking, obtaining, and filing clinical records as required in line with local information governance and in accordance with legal requirements to maintain confidentiality and data protection.
- Keeps complete, clear, accurate and timely records, utilising digital platforms where required.
- Provide administrative support to the maternity team, both in the hospital and community settings.

Professional Attitudes and responsibilities

- Convey an approachable and professional manner to all mothers and their families.
- Demonstrates an awareness of discriminatory attitudes and challenges this behaviour, with particular reference to age, disability, gender reassignment, marriage, civil partnership, pregnancy, race, religion, sex and sexual orientation. This will ensure they promote equality.
- Is aware of legal and ethical responsibilities in relation to own role including the need to work in ways agreed by the employer.

- Does not project own experiences and values onto other and demonstrates understanding of own role and contribution in creating inclusive, equitable care.
- Is aware of organisational aims, objectives, policies and values that relate to the MCA role.
- Recognizes the importance of maintaining own health, wellbeing and resilience to ensure that personal performance and judgement is not affected by ill-health.
- Ensure that knowledge of local safeguarding policy and procedure is maintained.
- Understands and follows principles of safeguarding and protection and adheres to local security procedures.

Training Responsibilities

- Attend all statutory and mandatory training as and when required.
- Maintains and develops own skills and knowledge with training accessed where required. Keeps evidence of personal development, prepares for and participates in appraisal.
- Participate in annual individual performance review process, whereby objectives will be agreed, performance monitored, and personal development needs discussed.
- Is always welcoming and takes an interest in the education and development of Trainee Maternity Care assistants and Trainee Maternity Support workers in acquiring skills and knowledge.

Safe Environment

- Ensure own actions promote a positive and safe environment. This includes checking the clinical area for hazards, ensuring the working order of equipment, reporting any concerns, faults, or breakages to the appropriate person in a timely manner.
- Demonstrates the ability to respond flexibly to needs of the working environment.
- Demonstrates safe and evidence-based practice in all skills and procedures stated within job description.
- Ensure that each woman feels safe and knows how to access support if required.
- Report any safeguarding concerns.
- Uses a range of techniques for infection prevention and control. Using PPE as required.
- Act responsibly in respect of colleague's health, safety and welfare following safety at work
- guidance and protocol.

- 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.
- Report any incidents using the local risk management reporting system and escalate such incidents appropriately and in a timely manner. To ensure they are following local health and safety guidance.
- Understands the importance of following standard operating procedures, protocols, policies and guidelines to promote safety.
- Understands the importance of courage and candour, recognising and reporting behaviours or errors that could result in poor outcomes for women and their families.
- Supports audit and service improvement initiatives and keeps up to date with changes in policy and practice.

Care of the Woman

- 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.
- Undertake Basic Observations, when trained to do so and document on the Maternity care system.
- Perform Venepuncture, when trained to do so,
- Communicate respectfully, effectively and in a timely manner when speaking with women and the wider MDT, utilising verbal and non-verbal skills.
- Understand and gains valid consent prior to action or providing care.
- Manages delegated tasks effectively and in a timely manner for which they have received training, ensuring basic care needs for women and babies are met. Reports completion of tasks and any findings to an appropriate practitioner
- Assists in effective care planning and evaluation by sharing relevant information in a timely manner with members of the MDT.
- Understands the benefits of continuity of carer and how this applies within own role.
- Recognises and responds to signs of discomfort and anxiety or concerns raised by promptly reporting them to an appropriate practitioner.
- Support women during clinical procedures and act as chaperone when requested to do so by the midwifery or obstetric team.
- Shares knowledge and teaches skills that empower women and their families to safely and effectively care for themselves.
- Provide support with personal care to labouring women if asked to do so, and under the supervision of the midwife.

- Assist in the maintenance and understand the principles of good bladder care, such as hydration and to document accurately the fluid balance.
- Assist in the nutrition needs of women.
- Assist women with mobilisation following surgical procedures under direction of the midwife.
- Notices vulnerability, changing or additional needs and reports these to a suitably qualified colleague to take forward.
- Acts sensitively, compassionately and respectfully in situations where the family unit is separated e.g. If mother/baby are critically ill. Make sure the family members are updated with accurate information by the appropriate team member.
- Ensures tasks that separate families are kept to a minimum and are carried out with kindness and empathy.
- Acts sensitively, compassionately and respectfully during times of bereavement and loss and follows care plans within scope of their role.

Obstetric and Neonatal Emergencies

- Assist /act as a runner in obstetric theatres and support and assist the midwife in the
- woman's preparation for transfer to theatre.
- 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.
- Assist in theatre when requested.
- Assist/ Support the midwife with NLS/ABLS.

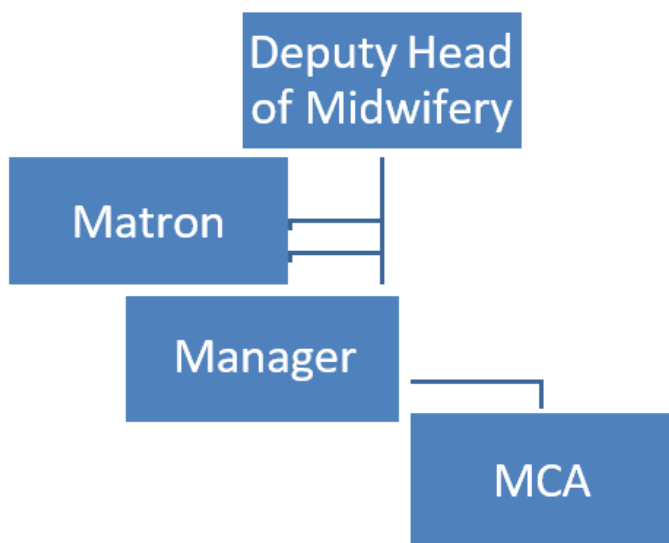
Health Promotion and Screening

- Directs queries regarding local and national services to support women and their families to a suitably qualified colleague to take forward.
- Assists in the preparation of the woman and her family for screening activities and immunisations.
- To seek support from a qualified practitioner when a woman shows a desire to make changes to health behaviours.
- 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).
- Understands the aims and principles of health promotion, protection and improvement. This will include social and cultural influences, individual circumstances, capabilities, behaviours and lifestyle choices that impact health outcomes.
- Appreciates the importance of recognizing and supporting physical and emotional health and wellbeing and actively encourages women and their families to talk about health and wellbeing and escalate to midwife to enable appropriate care pathway.

Infant Feeding

- 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.
- Importance of skin-to-skin contact to support infant feeding and how to facilitate this within practice promoting responsive feeding to feeding cues.
- Understanding 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 and the use of cup feeding. Care of the Newborn
- 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 skill

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Essential GSCE English and Maths Grade A-C, Levels 4-9, • Functional skills level 2 • or equivalent NVQ Level 2 in Health Care Commit to undertake in house training.	<ul style="list-style-type: none"> • Care certificate
Experience	<ul style="list-style-type: none"> • Awareness of Health and Safety issues • Knowledge and understanding of data protection confidentiality • Approachable manner with good interpersonal skills • Effective written and verbal communication skills • Ability to prioritise workload. Ability to work without direct supervision. • Able to identify when to escalate. • and issues/concerns • Ability to work as part of a team • Demonstrate attention to detail IT/Computer skills 	<ul style="list-style-type: none"> • Previous experience of working with members of the public • One year's formal maternity care experience in a hospital/birth centre • Experience using hospital patient record system. • Experience working in an acute hospital setting. • Experience of providing high quality care • Understanding safeguarding issues
Knowledge and skills	<ul style="list-style-type: none"> • Approachable manner with good interpersonal skills • Effective written and verbal communication skills • Ability to prioritise workload. Ability to work without direct supervision. 	<ul style="list-style-type: none"> • Understanding the role and • professional boundaries

	<ul style="list-style-type: none"> • Able to identify when to escalate. • and issues/concerns Ability to work as part of a team • Demonstrate attention to detail IT/Computer skills 	
Other	<ul style="list-style-type: none"> • Ability to work 24-hour shift pattern, including weekends and bank holidays • Adaptable and flexible approach to work • Positive attitude to training and development 	

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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

