



SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

Job Title	Healthcare Assistant (Maternity Wards/FMU)
Pay Band	2
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Women's Health and Ophthalmology
Department	Maternity Wards/ Free Standing Midwifery Unit
Base	To be completed on recruitment
ORGANISATIONAL ARRANGEMENTS:	
Managerially Accountable to:	Senior Midwife - (<i>Ward Manager/Team Manager</i>)
Reports to:	On a daily basis Registered Midwife
Professionally Responsible to:	Senior Midwife - (<i>Ward Manager/Team Manager</i>)
Our Values	
<p>In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of "caring for each other", "working together" and "always improving".</p>	

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Job Summary/Job Purpose:

The Healthcare Assistant (Maternity) compliments the work of the maternity team to ensure that delivery of safe, high quality, personalised care within the obstetric unit wards or Free Standing Midwifery Unit (FMU).

The post holder will work at all times under the delegation of a registered midwife in the delivery of woman centred care.

The post holder will be responsible for following care plans and recording all personally generated observations and documenting care given in individual's notes.

DUTIES/RESPONSIBILITIES:

Personalised Care

- Support the registered midwife in the delivery of the fundamentals of care e.g. assisting women with personal hygiene, nutrition and overall wellbeing, and escalating any concerns where appropriate.
- Carry out specific delegated care tasks to a high standard and competency, under the direction and supervision of a registered midwife, and contribute to updating the patient records.
- Records basic maternal information such as fluid balance (intake and output), nutrition, height, weight and age.
- Reports observations/ any perceived changes noted in the woman's condition to the registered midwife without delay.
- Recognises and effectively responds to emergency situations escalating support from the registered midwife in a timely and appropriate manner.

Promotion of Independence and Wellbeing

- Assist women to achieve physical and emotional wellbeing and comfort, encouraging independence where appropriate.
- Support women and their birth companions to foster an environment of comfort and privacy that enhances their experience within the unit.
- Promote health promotion in relation to life style choices for mothers and their babies.
- Respect the privacy, dignity, needs, beliefs, choices and preferences of women and their birth companions.
- Ensure valid consent is obtained prior to undertaking care procedures.

Delivering Safe and High Quality Care

- Promote good hand hygiene and minimise the spread of infection. Take responsibility and accountability for own infection prevention control practice in line with Health Board Infection Prevention & Control policy and guidance.
- Assist the registered midwife to support women's choices to achieve their desired birthing experience where possible.
- Under the direction of a registered midwife, assist mothers to initiate infant feeding according to their choice and report any concerns in relation to feeding to the registered midwife.
- Recognise issues relating to safeguarding vulnerable adults/children and report any problems or raise concerns to the registered midwife in a timely manner.
- Identify situations which may cause concern in relation to care or health and safety and report to the registered midwife in a timely and appropriate manner.
- Assist in the reception and care of women and their relatives, ensure that patients property and valuables are dealt with as per Health Board policy and maintaining confidentiality of information.
- Act as a chaperon for women undergoing examinations or other procedures under the direction of a registered midwife.
- Respect the needs of caring for individuals from diverse backgrounds and abilities.
- Participates occasionally in audits, surveys and research as appropriate.
- Assist in the movement of patients to ensure maximum comfort and safety at all times.
- Undertake additional champion/ link roles within the maternity service as requested by their line manager.
- Contribute to the improvement of service by reflecting on own practice and supporting that of others.

Communicating and Relationships

- Develop communication skills in order to convey routine information effectively to women and their families and all members of the multidisciplinary team, overcoming any barriers to understanding (e.g. physical impairment, mental health condition or learning disabilities) and providing support during distressing or emotional events.
- Respond appropriately to routine queries, take phone messages and pass on

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written and verbal information to patients and staff in a timely manner.

- Ensure all information related to women's care is treated sensitively and adhere to the principles of confidentiality and privacy at all times.
- Maintain clear and accurate patient records relating to care delivery utilising both digital and paper based records as directed by the registered midwife.
- Report any untoward incidents/complaints as soon as possible to the registered midwife.

Patient Care Environment

- Ensure that the care environment is safe for women, babies and families in relation to cleanliness of the area and equipment, and the area is free from health and safety hazards.
- Contribute to maintenance of stock levels in clinical areas.
- Ensure the cleanliness of equipment in all clinical and non-clinical areas and assist the registered midwife in appropriately preparing the environment.
- Ensure the correct disposal of linen and used clinical waste, and cleaning of the clinical environment of care.
- Report to the registered midwife when maintenance work is required by Estates Facilities or Clinical Engineering. Prepare equipment for collection ensuring decontamination of equipment and completion of relevant documentation.

Working Effectively in a Team

- Work as an effective member of the team promoting good team relationships.
- Work in an effective and organised manner demonstrating excellent time management skills, planning of own daily workload, to effectively deliver woman-centred care.
- Attend team meetings where possible contribute to team discussions that help improve and maintain excellent quality care for patients.
- Undertake administrative tasks/ duties when required to support the smooth running of the service by answering telephone enquiries, communicating via email and supporting the registered midwife to co-ordinate admissions, transfers and discharges.
- Support the registered midwife with other relevant or ad hoc administrative tasks when required.

Being Accountable

- Demonstrate integrity and acts in line with the Code of Conduct for Healthcare Support Workers in Wales working in accordance health policies, protocols and guidelines at all times.
- Recognise and consistently works within boundaries of the role and assessed competencies.
- Is responsible and accountable for own practice.
- Demonstrate behaviours and attitudes in accordance with the health board's values and behaviours framework and act in the best interest of patients, relatives and carers at all times.
- Identify and take action by raising concerns when own or others' behaviour undermines equality and diversity.
- Exercise personal duty of care in the safe use and storage of equipment and management of patient property.
- Be environmentally aware and financially prudent in use of resources and energy.

Developing Self and Others

- Take responsibility for attending statutory, mandatory training and work based learning opportunities in accordance with the health board policy and local training needs analysis.
- Make effective use of e-learning opportunities to achieve compliance with mandatory training.
- Take responsibility for maintaining a record of own personal development to provide the evidence to meet progress through the KSF gateways.
- Prepare for and takes an active part in the appraisal process in accordance with organisation policy in partnership with reviewer, identifies opportunities to develop own competence/own skills in order to achieve objectives.
- Take responsibility for own continuing development and performance.
- Provide support and guidance to new healthcare assistants.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Vocational qualification at level 2 e.g. Qualification Credit Framework (QCF) formally NVQ L2 in Health or undertake current framework qualification (as set out within the Personal Development Plan)</p> <p>Undertake a period of Induction to include a range of work related procedures</p> <p>Demonstrates an understanding of the requirements of the role.</p> <p>Knowledge and understanding of the Code of Conduct for Healthcare Support Workers in Wales.</p> <p>Understands the principles of confidentiality.</p> <p>Understands the principles of Safeguarding adults/children to keep patients within their care safe.</p>	<p>Qualification Credit Framework - QCF Level 2 (formally NVQ Level 2) in Health</p>	<p>Application form and pre employment checks</p>
Experience	<p>Previous experience of working in NHS.</p> <p>Previous experience of working with people.</p>	<p>Experience of working/caring in a health or social care environment.</p>	<p>Application form and interview</p>
Aptitude and Abilities	<p>Able to demonstrate a positive, caring and compassionate attitude to all patients, relatives and members of staff in a calm manner.</p> <p>Good communication skills.</p> <p>Ability to deal with challenging or distressing situations.</p> <p>Ability to work effectively as a member of the team.</p> <p>Able to organise self and others to achieve delegated task.</p> <p>Able to effectively and</p>	<p>Ability to speak Welsh</p>	<p>Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	appropriately escalate concerns to reduce risk and promote patient safety.		
Values	Can demonstrate SBU values		Application Form Interview References
Other	Able to work hours flexibly over a 24 hour period, 7 days per week.		Application form and interview

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

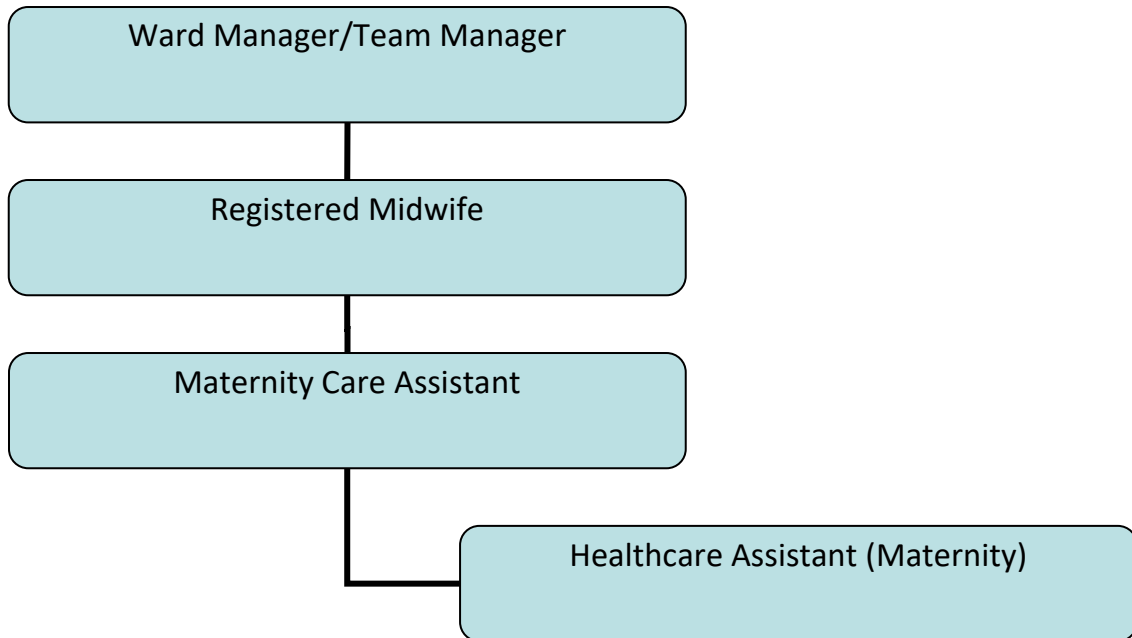
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. **You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate. If the post holder does not require a DBS Disclosure Check, delete as appropriate.**
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and

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Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart



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