

Ref: FOI/GS/ID 5425

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

8 May 2019

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Job descriptions for maternity support workers.

You asked:

Please can you provide the job descriptions for support workers in maternity and the accompanying job matching analysis.*

**the term Maternity Support Worker is used to describe any unregistered employee providing support to a maternity team, mothers and their families who work specifically for a maternity service.*

Trust response:

Please see the following job descriptions.

Maidstone and Tunbridge Wells NHS Trust

Job Description

Job title: Trainee Maternity Support Worker (TMSW)
Band: Band 2 Apprentice (Agenda for Change, Annex 21)
Directorate: Women's and Sexual Health
Site: Tunbridge Wells Hospital
Hours: 37.5 hours per week (13-month fixed-term contract)

Reports to: Ward Manager

Accountable to: Directorate Midwifery Matron

JOB PURPOSE:

This job description outlines the full demands of a band 2 Maternity Support Worker.

The trainee will be expected to acquire the knowledge, skills and behaviours required of a band 2 Maternity Support Worker by the end of the apprenticeship period. This will be achieved through successful completion of the level 2 Healthcare Support Worker apprenticeship (which includes the Care Certificate and functional skills English and maths level 1) and direct supervision and support from Registered Nurses/Midwives and other members of the multidisciplinary team.

3. ROLE OF WARD/DEPARTMENT/UNIT:

Our obstetric maternity unit, which caters for both low risk and high risk women is based at The Tunbridge Wells Hospital, Pembury. We offer antenatal, intrapartum and post-natal care in both the hospital and community.

4. DIMENSIONS:

The post holder acts under the supervision of the Registered Nurse/Midwife and within the boundaries of his/her existing knowledge and skills at all times. The post holder is expected to be economical in the use of resources and s/he will have a responsibility for patient property and valuables.

5. ORGANISATIONAL POSITION:

Directorate Nurse/Midwife Manager



Matron



Ward/Department/Unit Manager



Registered Midwives and Nurses



Clinical Support Worker

6. DUTIES AND KEY RESULT AREAS:

6.1 Patient Care

Deliver care in accordance with the ward/department philosophy.

Prioritize workload after the Registered Nurse/Midwife has prescribed the care required by each patient.

Receive, welcome and orientate patients and their relatives/friends to the clinical area.

Provide patients with adequate hydration and nutrition, assist with serving meals to women unable to serve themselves, prepare drinks, meals and supplements, and place the same within easy reach of the patient.

Assist patients with elimination, e.g. provision and removal of bed pans, commodes, vomit bowls, care of urinary catheters, etc. and subsequent hand-washing, ensuring assessment by a Registered Nurse/Midwife takes place when necessary and that associated documentation is completed, e.g. fluid balance charts.

Assist patients with hygiene needs relating to the care of skin, hair, nails, feet and teeth, including washing, bathing, showering, dressing and grooming, at the bedside and in the bathroom.

Support the multidisciplinary team in the prevention and management of pressure damage (e.g. correct moving and handling techniques, repositioning of patients, use of pressure relieving aids/beds), document changes in skin condition and nursing interventions.

Dispose of body fluids, soiled linen, clothing etc. and manage spillages in line with the Trust Infection Control Policy and Waste Disposal Regulations.

Report physical and psychological changes in patient condition to the Registered Nurse/Midwife, ensuring pain/distress are acted on promptly.

Support the Registered Nurse/Midwife undertaking the assessment and evaluation of patient care, i.e. record and document patients' temperature, pulse, respiratory rate, blood pressure, blood glucose and weight (employing manual and automatic methods), recognizing the need to report deviations to the Registered Nurse/Midwife.

Attend appropriate in house infant feeding training to ensure adequate, evidence based support for women in their chosen method of infant feeding,

Perform minor clinical procedures, e.g. removal of intravenous cannulae, application of dressings, bandages, strapping, slings, tubigrips, TED stockings etc. as instructed by a Registered Nurse/Midwife.

Empty drainage bags, collect specimens and perform urinalysis, and record actions/ findings on appropriate documentation.

Assist the Registered Nurse/Midwife with, and support patients through admission, transfer and discharge.

Prepare and support patients both physically and psychologically before, during and after treatments, procedures and investigations.

Support the Registered Nurse/Midwife in the provision of health promotion, e.g. prevention of pressure ulcers, deep vein thrombosis, urinary tract/chest infection.

Support patients to undertake distraction activities, e.g. assist with the provision of reading material, TV, radio etc.

Escort patients to and from other departments.

Provide support, empathy and encouragement to patients.

Provide patients with written and verbal information/advice under the direction of a Registered Nurse/Midwife.

Initiate cardiopulmonary resuscitation (CPR) and other emergency procedures as appropriate.

Understand and comply with the Trust Infection Control Policy whilst delivering care.

Document care given and obtain a counter-signature from a Registered Nurse/Midwife.

6.2 Housekeeping

Maintain ward/department cleanliness following daily cleaning by housekeeping staff.

Maintain daily changing of cold water sterilizing tanks and checking of milk kitchen and fridges.

Clean, replenish and prepare bed spaces/treatment areas on a daily basis and between clients

Clean, replenish and prepare delivery rooms between clients, be fully conversant with cleaning all types of delivery beds.

Clean and store various pieces of equipment/supplies, reporting any defects to the appropriate department.

Participate in environmental audits as instructed,

Ensure that there is adequate linen for the area.

Store pharmacy/general supplies in the absence of the pharmacy technician/stores person.

Clean and tidy the ward/department kitchen in the absence of the housekeeping team.

Empty waste bins and dispose of according to trust policy in the absence of the housekeeping team.

Dispose of dirty linen according to Trust Policy.

6.3 Porterage

Act as messenger and porter for supplies, specimens, records and equipment or any other required items pertaining to patient care.

6.4 Clerical

Produce computerized investigation request forms for specimens and complete computerized referrals under the instruction of a Registered Nurse/Midwife.

Use the patient administration system to admit, transfer and discharge patients electronically.

Undertake and assist with appropriately delegated administrative and telephone duties in the absence of the ward clerk/receptionist.

6.5 Quality

Contribute to the overall philosophy of continually improving patient care.

Participate in improving and monitoring customer satisfaction.

Participate in the collection of data for research and audit purposes and/or to improve patient care.

6.6 Personal and People Development

Be aware of own accountability and that of the Registered Nurse/Midwife.

Maintain Competency Portfolio.

Attend Trust and local mandatory training.

Participate in training programmes.

Participate in annual appraisal, identifying own developmental needs.

Achieve objectives laid down in the Professional Development Plan.

Demonstrate own duties to new/junior/temporary staff.

6.7 Equality, Diversity and Rights

Treat patients with respect and kindness, maintaining dignity and privacy at all times.

Provide equality for all patients by non-discriminatory practice.

Demonstrate an understanding of cultural and religious beliefs and customs.

Allow for self-expression and respect beliefs and values etc.

6.8 Communication and Team Working

Work and communicate with Registered Nurses/Midwives, medical staff, all members of the multidisciplinary team, other departments, patients and their families/friends, face to face, via the telephone and in writing.

When answering the telephone, the post holder identifies him/herself by name, status and department, directing calls to a Registered Nurse/Midwife as appropriate.

Communicate with external agencies as appropriate under the direction of a Registered Nurse/Midwife.

Maintain a pleasant ward atmosphere to reassure patients and visitors.

Maintain a standard of conduct and dress to sustain public confidence and trust.

Communicate with patients and their families in an empathetic way.

6.9 Health, Safety and Security

Maintain patient and visitor safety at all times.

Be aware of the Health and Safety at Work Act (1974) and respond in an appropriate manner following any accident/incident involving patients, the public or staff.

Report accidents and incidents to the relevant manager, and complete the relevant documentation.

Attend annual health and safety related mandatory training, e.g. fire, moving and handling etc.

Demonstrate an understanding of, and comply with, the Trust Fire, Moving and Handling and Risk Management Policies

7. Notes:

This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.

Time scales for achievement and standards of performance relating to duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.

The post holder will have access to patients notes therefore must comply with the Data Protection Act, Caldicott Guidelines and local policies regarding confidentiality and access to medical records.

As an employee of the Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorized person within or outside the Trust. The post holder must ensure compliance with the requirements of the data protection act.

As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities, where all employees are expected to accept individual responsibility for the practical implications of these policies.

The post holder is required to take reasonable care for the health and safety of him/herself and others that may be affected by his/her actions whilst at work.

This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.

The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy.

Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.

All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.

The content of this post will be reviewed in consultation with the post holder when necessary and in line with service developments.

Major elements of the post may be amended or require relocation in light of organizational service changes which will occur with consultation of the post holder.

Job Description Agreement:

Signature of post holder: _____ Date:

Name: _____

Signature of manager: _____ Date:

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy.
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. Infection control and hand hygiene - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using

aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.

11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust.
12. All staff are required to fully comply with the NHS Code of Conduct.
13. Safeguarding children - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
14. Safeguarding adults - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

**Trainee Maternity Support Worker (Band 2 Apprentice)
Person Specification**

Area	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Commitment to undertake and successfully complete the level 2 Healthcare Support Worker apprenticeship (which includes the Care Certificate and functional skills English and maths level 1). 	<ul style="list-style-type: none"> • Functional skills English and maths level 1 or GCSE English and maths grade G/1 or above.
Experience	<ul style="list-style-type: none"> • Not essential. 	<ul style="list-style-type: none"> • Previous experience as a Healthcare Support Worker in a care setting.
Knowledge	<ul style="list-style-type: none"> • Insight into role and responsibilities of post and the level 2 Healthcare Support Worker apprenticeship. • Able to describe the importance of delivering high quality care to patients. 	<ul style="list-style-type: none"> • Knowledge of current healthcare issues. • Knowledge of the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers (2013).
Skills	<ul style="list-style-type: none"> • Can understand and communicate factual information accurately. • Good interpersonal skills. • Basic information and communications technology (ICT) skills. • Able to prioritise workload with supervision. 	

Attributes / Qualities	<ul style="list-style-type: none"> • Approachable and friendly. • Compassionate and caring. • Motivated. • Adaptable and flexible. • Able to work as part of a team. • Awareness of own limitations and recognises when to seek advice. • Responsible and reliable. 	
Additional requirements	<ul style="list-style-type: none"> • Able to undertake shift work. 	

March, 2018

**Maidstone and Tunbridge Wells NHS Trust
Job Description**

Job Title: Maternity Support Worker

Band: Band 2

Directorate: Women and Sexual Health

Site: Tunbridge Wells Hospital

Hours: 37.5 hrs per week. Internal Rotation

Accountable to: Directorate Midwifery Matron

Reports to: Ward Manager

2. JOB PURPOSE:

The role exists to provide a multi-skilled worker who, under the supervision of a Registered Nurse/Midwife, supports the multidisciplinary team with clinical and non-clinical practices in order to provide patient-centered care.

3. ROLE OF WARD/DEPARTMENT/UNIT:

Our obstetric maternity unit, which caters for both low risk and high risk women is based at The Tunbridge Wells Hospital at Pembury. We offer antenatal, intrapartum and postnatal care in both the hospital and community.

4. DIMENSIONS:

The post holder acts under the supervision of the Registered Nurse/Midwife and within the boundaries of his/her existing knowledge and skills at all times. The post holder is expected to be economical in the use of resources and s/he will have a responsibility for patient property and valuables.

5. DUTIES AND KEY RESULT AREAS:

5.1 Patient Care

Deliver care in accordance with the ward/department philosophy.

Prioritize workload after the Registered Nurse/Midwife has prescribed the care required by each patient.

Receive, welcome and orientate patients and their relatives/friends to the clinical area.

Provide patients with adequate hydration and nutrition, assist with serving meals to women unable to serve themselves, prepare drinks, meals and supplements, and place the same within easy reach of the patient.

Assist patients with elimination (e.g. provision and removal of bed pans, commodes, vomit bowls, care of urinary catheters, etc.) and subsequent hand-washing, ensuring assessment by a Registered Nurse/Midwife takes place when necessary and that associated documentation is completed, e.g. fluid balance charts.

Assist patients with hygiene needs relating to the care of skin, hair, nails, feet and teeth, including washing, bathing, showering, dressing and grooming, at the bedside and in the bathroom.

Support the multidisciplinary team in the prevention and management of pressure damage (e.g. correct moving and handling techniques, repositioning of patients, use of pressure relieving aids/beds), document changes in skin condition and nursing interventions.

Dispose of body fluids, soiled linen, clothing etc. and manage spillages in line with the Trust Infection Control Policy and Waste Disposal Regulations.

Report physical and psychological changes in patient condition to the Registered Nurse/Midwife, ensuring pain/distress are acted on promptly.

Support the Registered Nurse/Midwife undertaking the assessment and evaluation of patient care, i.e. record and document patients' temperature, pulse, respiratory rate, blood pressure, blood glucose and weight (employing

manual and automatic methods), recognizing the need to report deviations to the Registered Nurse/Midwife.

Attend appropriate in house infant feeding training, to ensure adequate, evidence based support for women in their chosen method of infant feeding,

Perform minor clinical procedures, e.g. removal of intravenous cannulae, application of dressings, bandages, strapping, slings, tubigrips TED stockings etc. as instructed by a Registered Nurse/Midwife.

Empty drainage bags, collect specimens and perform urinalysis, and record actions/ findings on appropriate documentation.

Assist the Registered Nurse/Midwife with, and support patients through admission, transfer and discharge.

Prepare and support patients both physically and psychologically before, during and after treatments, procedures and investigations.

Support the Registered Nurse/Midwife in the provision of health promotion, e.g. prevention of pressure ulcers, deep vein thrombosis, urinary tract/chest infection.

Support patients to undertake distractional activities, e.g. assist with the provision of reading material, TV, radio etc.

Escort patients to and from other departments.

Provide support, empathy and encouragement to patients.

Provide patients with written and verbal information/advice under the direction of a Registered Nurse/Midwife.

Initiate cardiopulmonary resuscitation (CPR) and other emergency procedures as appropriate.

Understand and comply with the Trust Infection Control Policy whilst delivering care.

Document care given and obtain a counter-signature from a Registered Nurse/Midwife.

5.2 Housekeeping

Maintain ward/department cleanliness following daily cleaning by housekeeping staff.

Maintain daily changing of cold water sterilizing tanks and checking of milk kitchen and fridges.

Clean, replenish and prepare bed spaces/treatment areas on a daily basis and between clients

Clean, replenish and prepare delivery rooms between clients, be fully conversant with cleaning all types of delivery beds.

Clean and store various pieces of equipment/supplies, reporting any defects to the appropriate department.

Participate in environmental audits as instructed,

Ensure that there is adequate linen for the area.

Store pharmacy/general supplies in the absence of the pharmacy technician/stores person.

Clean and tidy the ward/department kitchen in the absence of the housekeeping team.

Empty waste bins and dispose of according to trust policy in the absence of the housekeeping team.

Dispose of dirty linen according to Trust Policy.

5.3 Portering

Act as messenger and porter for supplies, specimens, records and equipment or any other required items pertaining to patient care.

5.4 Clerical

Produce computerised investigation request forms for specimens and complete computerized referrals under the instruction of a Registered Nurse/Midwife.

Use the patient administration system to admit, transfer and discharge patients electronically.

Undertake and assist with appropriately delegated administrative and telephone duties in the absence of the ward clerk/receptionist.

5.5 Quality

Contribute to the overall philosophy of continually improving patient care.

Participate in improving and monitoring customer satisfaction.

Participate in the collection of data for research and audit purposes and/or to improve patient care.

5.6 Personal & People Development

Be aware of own accountability and that of the Registered Nurse/Midwife.

Maintain Competency Portfolio.

Attend Trust and local mandatory training.

Participate in training programmes.

Participate in annual appraisal, identifying own developmental needs.

Achieve objectives laid down in the Professional Development Plan.

Demonstrate own duties to new/junior/temporary staff.

5.7 Equality, Diversity & Rights

Treat patients with respect and kindness, maintaining dignity and privacy at all times.

Provide equality for all patients by non-discriminatory practice.

Demonstrate an understanding of cultural and religious beliefs and customs.

Allow for self-expression and respect beliefs and values etc.

5.8 Communication and Team Working

Work and communicate with Registered Nurses/Midwives, medical staff, all members of the multidisciplinary team, other departments, patients and their families/friends, face to face, via the telephone and in writing.

When answering the telephone, the post holder identifies him/herself by name, status and department, directing calls to a Registered Nurse/Midwife as appropriate.

Communicate with external agencies as appropriate under the direction of a Registered Nurse/Midwife.

Maintain a pleasant ward atmosphere to reassure patients and visitors.

Maintain a standard of conduct and dress to sustain public confidence and trust.

Communicate with patients and their families in an empathetic way.

5.9 Health, Safety & Security

Maintain patient and visitor safety at all times.

Be aware of the Health and Safety at Work Act (1974) and respond in an appropriate manner following any accident/incident involving patients, the public or staff.

Report accidents and incidents to the relevant manager, and complete the relevant documentation.

Attend annual health and safety related mandatory training, e.g. fire, moving and handling etc.

Demonstrate an understanding of, and comply with, the Trust Fire, Moving & Handling and Risk Management Policies

6. Communication and Team Working

Work and communicate with Registered Nurses/Midwives, medical staff, all members of the multidisciplinary team, other departments, patients and their families/friends, face to face, via the telephone and in writing.

When answering the telephone, the post holder identifies him/herself by name, status and department, directing calls to a Registered Nurse/Midwife as appropriate.

Communicate with external agencies as appropriate under the direction of a Registered Nurse/Midwife.

Maintain a pleasant ward atmosphere to reassure patients and visitors.

Maintain a standard of conduct and dress to sustain public confidence and trust.

Communicate with patients and their families in an empathetic way.

7. NOTES:

This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.

Time scales for achievement and standards of performance relating to duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.

The post holder will have access to patients notes therefore must comply with the Data Protection Act, Caldicott Guidelines and local policies regarding confidentiality and access to medical records.

As an employee of the Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorized person within or outside the Trust. The post holder must ensure compliance with the requirements of the data protection act.

As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities, where all employees are expected to accept individual responsibility for the practical implications of these policies.

The post holder is required to take reasonable care for the health and safety of him/herself and others that may be affected by his/her actions whilst at work.

This post may require the post holder to travel across the Trust sites in the course of fulfillment of their duties.

The Maidstone & Tunbridge Wells NHS Trust has a no smoking policy.

Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.

All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.

The content of this post will be reviewed in consultation with the post holder when necessary and in line with service developments.

Major elements of the post may be amended or require relocation in light of organizational service changes which will occur with consultation of the post holder.

Job description agreement:

Signature of post holder: _____ Date:

Name: _____

Signature of manager: _____ Date:

Name: _____

Statement:

16. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
17. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
18. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
19. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
20. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
21. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
22. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
23. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
24. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
25. INFECTION CONTROL AND HAND HYGIENE - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and

be compliant with all measures known to be effective in reducing healthcare-associated infections.

26. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
27. All staff are required to fully comply with the NHS Code of Conduct.
28. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
29. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
30. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

Maternity Support Worker (Band 2) Person Specification

Area	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Functional skills English and maths level 1 or GCSE English and maths grade G/1 or above. • NVQ/Diploma level 2 in Healthcare (competencies assessed in a healthcare environment) or equivalent healthcare qualification, e.g. successful completion of a level 2 Healthcare Support Worker apprenticeship. <p><i>Internal applicants only: In the absence of the above qualifications, the job holder will be required to successfully complete a level 2 Healthcare Support Worker apprenticeship within the first 13 months of employment.</i></p>	<ul style="list-style-type: none"> • Functional skills English and maths level 2 or GCSE English and maths grades A*/9 – C/4. • The Care Certificate.
Experience	<ul style="list-style-type: none"> • Minimum of 1 year full-time equivalent experience as a Healthcare Support Worker/Trainee in a care setting. 	<ul style="list-style-type: none"> • Previous experience in a maternity setting.
Knowledge	<ul style="list-style-type: none"> • Insight into role and responsibilities of post. • Able to describe the importance of delivering high quality care to patients. • Knowledge of the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers (2013). 	<ul style="list-style-type: none"> • Knowledge of current healthcare issues.
Skills	<ul style="list-style-type: none"> • Can understand and communicate factual information accurately. • Good interpersonal skills. • Basic information and communications technology (ICT) skills. • Ability to prioritise workload with supervision. 	

Attributes / Qualities	<ul style="list-style-type: none">• Approachable and friendly.• Compassionate and caring.• Motivated.• Adaptable and flexible.• Able to work as part of a team.• Awareness of own limitations.• Responsible and reliable.	
Additional requirements	<ul style="list-style-type: none">• Able to undertake shift work.	

May, 2018