

## JOB DESCRIPTION

Job Matching Ref: NP857B

<b>Job Title:</b>	Maternity Care Assistant (MCA)
<b>Grade:</b>	Band 2
<b>Directorate:</b>	Women & Children's
<b>Reports to:</b>	<b>Matron (Maternity &amp; Gynaecology)</b>
<b>Accountable to:</b>	Associate Director of Midwifery

### **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 aligns to the Maternity Housekeeper role in 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 prepare them for entry into further study.

### **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, utilizing 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 behavior, 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 judgment 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
- 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, recognizing 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.
- 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, under the supervision of the midwife.
- Assist in the maintenance and understand the principles of good bladder care and hydration including accurately documenting on the fluid balance chart.
- 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 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 qualified colleague to take forward

### **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. Where a registered practitioner is not present, they should initiate immediate first aid whilst awaiting arrival of appropriately qualified practitioner

### **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 women shows a desire to make changes to health behaviors
- 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 and 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 skills.

## Additional information

### 1. Trust EXCEL Values and 'Behaviour Framework'

Our EXCEL values are at the heart of everything we do and how we treat each other. They were developed by our colleagues and describe what we think is important, including:

- essential guiding principles about the way that we work and set the tone for our culture, and identify what we, as a whole, care about;
- shared ideas and attitudes that guide our organisational thinking and actions
- common purpose and understanding that helps us to build great working relationships



We make our EXCEL values real by demonstrating them in how we behave every day. Our EXCEL behaviours apply to all and are about how we work. They are part of everyone's role and help us to make sure we demonstrate our values. The EXCEL behaviours demonstrate the attitudes and approach we take to work; they are:

✓ how we do things; ✓ how we treat others; ✓ what we say and how we say it; ✓ how we expect to be treated.

Having really clear expectations around behaviours will support all of us, every day, to deliver our ambition to create an EXCELent colleague experience to EXCEL at patient care.

### 2. Sustainable Development

It is the responsibility of all employees to support the Trusts' vision for sustainable development.

To undertake their duties in a way that is not wasteful of environment, financial and social resources.

### 3. Criminal Records

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. As George Eliot Hospital NHS Trust meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, applicants who are offered employment (subject to meeting disclosure criteria), will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

#### **4. Confidentiality and Data Quality**

To comply with the Data Protection Act 1998 and NHS Confidentiality guidelines e.g. Caldicott, General Medical Council (GMC), the post-holder must maintain confidentiality, security and integrity of information relating to patients, employees and other Health Service business, including commercially sensitive data.

All employees must ensure that they are familiar with and comply with the duties and responsibilities outlined in the Trust's policy and procedures on Information Governance. In particular, ensuring that all information collected, stored and used is done so in accordance with the Trust guidelines, including password protection and encryption.

This obligation shall continue in perpetuity.

All employees have a responsibility to ensure that the quality of data is maintained and to take an active role in the identification of, reporting and resolution of any data quality issues.

Breaches of confidence will result in disciplinary action being undertaken, which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. All employees must take responsibility for any request for information that they receive and respond in line with the Trust's Freedom of Information Policy and Guidance.

#### **5. Records Management**

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within the Trust and they remain the property of the Trust. This includes patient, financial, personal and administrative records, whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to all service users. You should consult the Trust's Corporate Records Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work.

#### **6. Health and Safety & Fire Safety**

Employees must be aware of their general duties under the Health and Safety at Work etc. Act 1974, to take reasonable care of themselves and others around them, co-operate with the Employer in relation to Health and Safety and adhere to safe systems of work. In addition they should ensure that they are aware of their roles in relation to the Management of Health & Safety at Work Regulations 1999, in relation to specific duties for carrying out risk assessments and risk mitigation commensurate to their role.

The post holder is required to comply with agreed fire procedures, taking appropriate action if the fire alarm sounds and attend relevant training programmes as required.

#### **7. Risk Management**

Employees have a responsibility to:



- Report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken;
- Take part in risk assessments in relation to the tasks that are undertaken, with a view to identifying the associated potential risks;
- Attend training in risk management as appropriate to their grade;
- Promote an open and honest “fair blame” culture;
- Adhere to the responsibilities within the Risk Management/Health and Safety and other relevant policies ratified by the Trust Board and to attend appropriate mandatory training to facilitate this;
- Attend relevant risk management training to ensure that they are able to undertake their risk management and health and safety responsibilities in line with legal requirements;
- Ensure that external standards such as NHS Resolution, Clinical Negligence Scheme for Trusts (CNST) Controls Assurance and Care Quality Commission (CQC) Healthcare regulations (Outcomes) are met and that resources are made available to improve service delivery;
- Ensure that they are active within their roles to promote a positive risk management culture throughout the Trust;
- Monitor and continue progress to attain higher level of achievement and compliance against external standards and legislative requirements.

## **8. Safeguarding Children, Young People and Vulnerable Adults**

The Trust has a clear commitment to safeguarding children, young people and vulnerable adults. All employees will have an organisational and individual responsibility towards safeguarding children, young people and vulnerable adults with whom they have contact with. To fulfil these duties all employees must attend training and development to recognise the signs and symptoms of abuse or individuals at risk; to follow local and national policies relating to safeguarding practice; and to report and act on any concerns they may have.

## **9. Infection Prevention and Control**

The jobholder must comply at all times with the George Eliot Hospital NHS Trust Infection Control policies, in particular, by practicing Standard (Universal) Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

All employees must attend infection control training as required within their department or as directed by their line manager. In addition, employees with clinical responsibilities must ensure that they hold up to date evidence that supports safe infection control practices and procedures, including correct use of Personal Protective Equipment (PPE), use of aseptic techniques, safe disposal of sharps and management of patients with communicable infections.

Employees are required to report any breaches or concerns promptly using the Trust’s incident reporting system.

## **10. Equality, Diversity & Human Rights**

George Eliot Hospital NHS Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. George Eliot Hospital NHS Trust welcomes applications from diverse candidates. The Trust has a clear commitment to equal opportunities and it is the duty of every employee to comply with the detail and spirit of the Trust’s policy.

Employees will have the right to be treated equitably and with dignity and respect in all areas of employment, regardless of age, gender, disability, ethnic or national origin, religious belief, sexual orientation, HIV status, social and employment status, gender reassignment, political

affiliation or trade union membership.

## **11. Conflict of Interest**

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally, it is responsible for ensuring that employees do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Employees are not allowed to further their private interests in the course of their NHS duties.

## **12. No Smoking**

The Trust acknowledges its responsibilities to provide a safe, smoke free environment for its employees, patients and visitors and is therefore committed to a No Smoking Policy. All Health Service premises are considered as non-smoking zones and smoking is not permitted in any part of the premises or grounds.

Employees can only smoke/vape out of working hours and off-site where they are non-identifiable as a member of the Trust. All employees have a responsibility to support the policy with their own behaviour and, to communicate it to others on site.

Assistance and support will be given to any employees who wish to give up smoking.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.