



JOB DESCRIPTION

JOB DETAILS

Job Title:	Senior Health Care Support Worker Maternity (Smoking cessation and Diet support)
Pay Band:	Band 3
Directorate:	Women's & Children's Directorate
Department:	Maternity

ORGANISATIONAL ARRANGEMENTS

Managerial Accountable to: Public Health Midwife, Public Health Wales Service Improvements Manager, and Operational Lead Midwife for Community and Antenatal Clinic

Reports to: Clinic Manager or Deputy on a daily basis

Professionally Responsible to: Directorate: Women and Child Health/ Public Health Wales

JOB SUMMARY / PURPOSE

Work with the Specialist Public Health Midwife, The Health and Well Being team and the Dietetic Team to provide information and support to women/ birthing persons to make healthier lifestyle choices that are focused surrounding smoking cessation, healthy eating, and exercise in pregnancy and the postnatal period, and provide advice and support for good infant feeding practices. They will ensure that women / birthing persons and their families receive individualised and effective standards of care.

Work within the Health Board Policies and Procedures, undertaking tasks appropriate to the level of competency, at the discretion of the senior midwife/ Public Health Midwife on duty.

Assist in providing a welcoming, caring and safe service for women / birthing persons and their families, to enable lifestyle behaviour changes to improve short-term and long-term health and well-being in the perinatal period.

MAIN DUTIES AND RESPONSIBILITIES

Service Management

Implement care and support for women / birthing persons and their families under the direction of a registered midwife/ dietitian in both community and hospital settings across the geographical areas of the health board.

Provide advice on a range of healthy lifestyle topics including the 'Foodwise in Pregnancy' programme to women / pregnant persons referred to the service under the direction of a registered midwife/dietician.

Provide information and practical support to women / pregnant persons to support feeding choices i.e. benefits of breastfeeding, safe and responsive bottle-feeding, in both the antenatal and postnatal period.

Assist other health professionals in the promotion of wider health issues such as advising and promoting the benefits of responsive infant feeding, safe sleeping practices, good sexual health and contraception.

Undertake specific clinical assessments such as blood pressure monitoring, weight and height measurements and BMI calculations.

Determine smoking status by undertaking carbon monoxide monitoring and work in conjunction with the Healthy lifestyles and Wellbeing team to support women / pregnant persons with smoking cessation.

Be involved with the organisation and the delivery of walking and safe exercise programmes in line with national and local policies.

Assist other members of the MDT in sensitively supporting those families who may have suffered a previous loss in an earlier pregnancy with healthy lifestyle choices.

Be aware of the physiological and/ or emotional needs of women/ birthing persons accessing the service and provide guidance and information in a sensitive manner with support from a senior midwife.

Recognise and report any issues or concerns surrounding care and patient well-being to the midwife/ nurse in charge.

Be familiar with safeguarding procedures and escalate concerns to a senior midwife and/ or appropriate named midwife.

Work collaboratively with members of the Multi-Disciplinary Team (MDT), be aware of other member's roles, and deliver a service that benefits service users.

Service Improvement

Actively support and promote the involvement of service users in the planning, management and evaluation of care by working together in partnership with wider maternity and obstetric services.

Ensure care and support are delivered to a consistently high standard.

Communications

Communicate effectively at all times and in conjunction with other team members, contributing to and maintaining the directorate philosophy.

Be able to communicate to service users both individually and in-group settings, using teaching aids, digital communications, telephone and social media.

To be able to communicate confidently with clients and colleagues from diverse cultural and ethnic groups, and to respect personal beliefs and identity of individuals, promote individual rights and choice and promote anti-discriminatory practice. Be able to identify the need for, and use translation services for those clients who require additional language support.

Contribute to an atmosphere that is conducive to good relations with service users, relatives and colleagues with good interpersonal and communication skills.

Provide information regarding the risks associated with poor lifestyle choices in the perinatal period and the possible implications for themselves and their unborn in a patient centred way.

Ensure all documentation is completed in line with Health Board policies and countersigned by a registered nurse.

Finance and Resources

To assist in ensuring allocated resources are managed effectively and efficiently. This includes effective utilization of time and equipment.

Specific financial tasks in relation to the role to keep accurate monthly data.

Personal and People Development and People Management

To demonstrate a professional approach to work.

Participate in own appraisal.

Actively seek opportunities to develop oneself and identify individual training needs and career development.

Take responsibility for own personal development and education including statutory, mandatory and in-service training.

Assist in the teaching and supervision of learners allocated to the unit.

Complete all mandatory training and maintain competencies as outlined by the Health Board.

Information Processing

Assist with maintaining information on the Welsh Pas system and other computer systems.

Ensure there is a clear and concise reporting of relevant information regarding the care and well-being of women / birthing persons and their families, and collect monthly data on service user engagement and outcomes.

Health, Safety and Security

Maintain a safe tidy working environment as laid down by the Health and Safety at Work Act.

Work within the correct security procedures.

Ensure accidents/untoward incidents are reported to the nurse/ midwife in charge.

Quality

Ensure care is delivered to a consistently high standard.

Assist in the audit process e.g., maternity data collection. To take prompt and appropriate action on receipt of complaints. Work within the Health Board quality protocols and procedures.

Equality and Diversity

Work within the Health Board's policies and procedures for promoting equality and diversity.

Assist the team in developing a culture within an open and positive working environment.

Deal with all enquiries in an equitable manner and works in accordance with legislation, policies and procedures relating to equality and diversity.

Understand and act in a way that demonstrates own responsibilities to treat colleagues and all others fairly and with respect.

Listen to the views and opinions of others, recognising and respecting attitudinal and cultural differences.

Effort and Environmental

Frequently participate in activities, which demand physical effort such as moving and handling inanimate objects, pushchairs, and trolleys.

Frequent requirement to deal with uncontained bodily fluids and foul linen.

There may be occasions where the post holder will have to deal with challenging or difficult behaviours presented due to reluctance to engage with the advice offered.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Good standard of education</p> <p>Health/Child specific NVQ 3 or equivalent experience</p>	<p>GSCE Maths and English</p> <p>Awareness of family centred care</p>	Application form
Experience	<p>Experience of working with women/ birthing persons and their families</p> <p>Previous experience as HCSW or equivalent</p>	Experience of working in a health care environment	Application form and interview
Language Skills		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Interview
Aptitude and Abilities	<p>Caring and positive attitude to healthy lifestyles</p> <p>Able to follow instructions and undertake delegated tasks</p> <p>Understand and respect the principles of confidentiality</p> <p>Take responsibility for own actions</p> <p>Excellent communication skills</p> <p>Ability to work as part of a team</p>	IT Skills	Interview
Values	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness 		Interview

	<ul style="list-style-type: none"> • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do 		
Other	Flexible approach to the needs of the service		Interview

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

HEALTHCARE SUPPORT WORKERS

** For Healthcare Support Workers only:

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times

whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.

- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard 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 Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.