

1. Job Details

Job title:	Maternity Antenatal Assessment Triage Manager
Current Job grade:	Band 7
Reports to (Title):	Head of Midwifery/Nursing
Division	Family Health
Department/Ward:	Women's Services
Location/Site:	Trust wide

2. Job Purpose

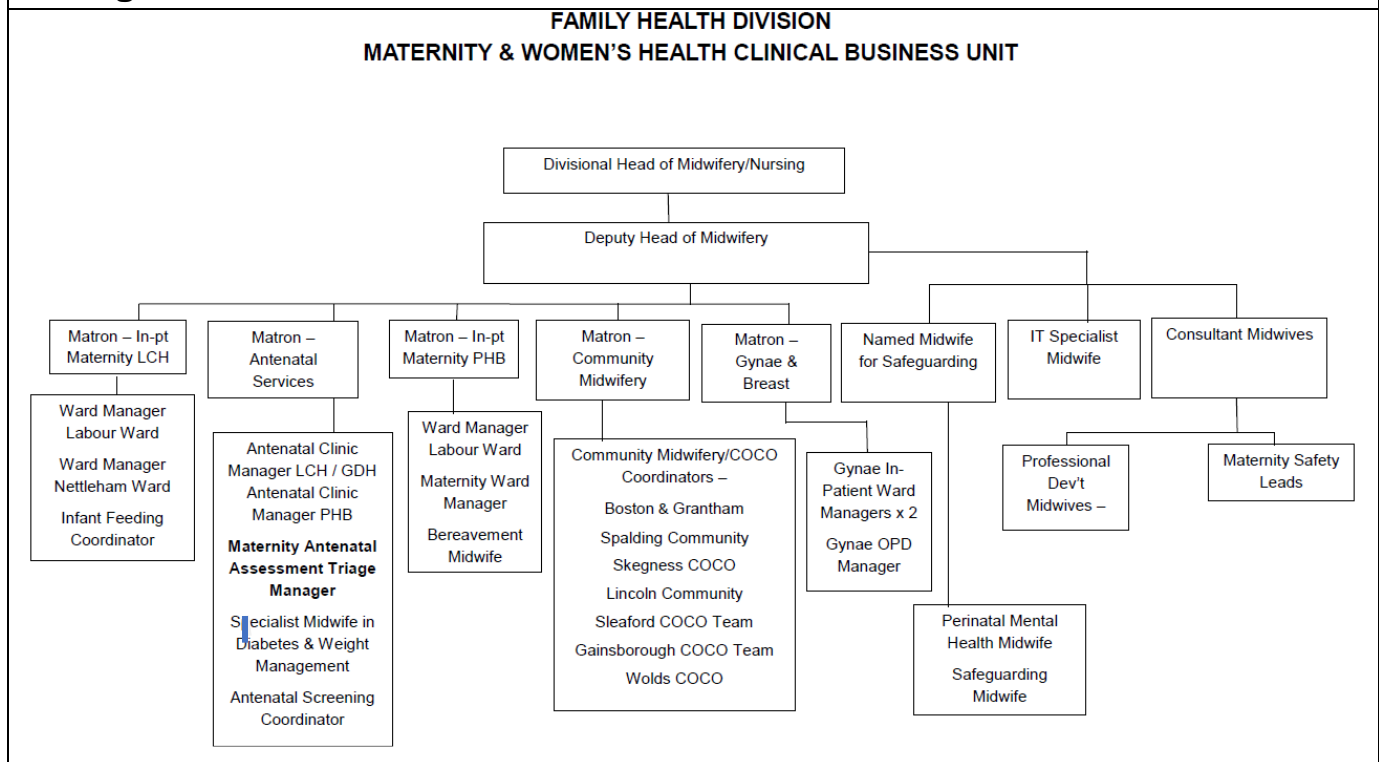
The post holder will be required to:

- Be an experienced midwife and an accessible and responsive leader, able to provide effective leadership skills, clinical expertise and advice and teaching of the BSOTS pathway to the Antenatal Assessment band 6 midwives.
- He/she will be expected to ensure the provision of a high-quality service to women and their families in line with best practice, local, regional and national guidance, using the BSOTS (Birmingham Symptom Specific Obstetric Triage System) as the unique safety tool for maternity care which provides an intuitive system to clinically prioritise care for pregnant women attending the triage department.
- The Maternity Triage Manager, with the use of BSOTS, will enable midwives to see women promptly and confidently manage their care with clinical safety at its centre.

The post holder will be expected to:

- Ensure safe, efficient and effective management of the service within allocated resources.
- Review current pathway provisions to ensure parity on each site.
- Act as a role model and expert practitioner, developing midwifery led services.
- Provide operational responsibility and accountability for Maternity Triage.
- Provide managerial and professional support to the Maternity Service and undertake delegated responsibility for the Matron in her absence.
- Deal with many competing demands of the service and be expected to exercise excellent judgement in dealing with both clinical and managerial challenges.
- Audit monthly data in relation to the BSOTS pathway and develop the service accordingly.
- Performance management in both the clinical activity and management of the Midwifery Triage Service with oversight of Fetal Fibronectin and Placental Growth Factor.
- Predominately work Monday to Friday but will be flexible according to the needs of the service. Saturday and Sunday working as needed, with 0.4 WTE clinical shifts a week. This will be 0.2 WTE on each site - Pilgrim and Lincoln.

3. Organisation Chart



Main Duties and Responsibilities -

Professional -

- Carry responsibility and accountability on a shift basis, professionally and potentially managerially for the development and management of Triage.
- Alongside the PDM (Practice Development Midwives) Team support with teaching of the BSOT pathway and sign off competences.
- Be aware and participate in Trust policies on safeguarding which will include regular updating with regard to detection and reporting of child protection incidents.
- Act as the lead for risk management for Maternity Triage.
- Manage complaints relating to Maternity Triage, providing action plans to improve practice as required, support implementation and review progress in response to complaints.
- Ensure all key performance indicators are attained and monitored.
- Act as a key knowledge resource and a key interface for midwives.
- Undertake on call responsibilities for the Maternity Unit.

Personnel -

- Act in a supervisory, supportive and advisory capacity for all staff.
- Participate in recruitment and retention of staff.
- Participate in and be responsible for staff development including induction programmes for new staff and supervision of preceptorship midwives /student midwives and other learners in the Maternity Triage.
- Ensure a dynamic learning environment for students, which allows for effective assessment/achievement of learning objectives.
- Support the promotion of the Professional Midwifery Advocate role.
- Identify and facilitate the training needs of all staff within Maternity Triage contributing to teaching activities where appropriate.
- Ensure all staff have an annual appraisal review which is recorded.

- Monitor and comply with the attendance management policy and attend or ensure appropriate representation at the monthly Divisional performance management meetings.
- Take responsibility for the contemporaneous monitoring of sickness absence.
- Promote and maintain good working relationships with all grades of staff and the multi-disciplinary maternity team through effective communication, supported by the culture charter.
- Participate in striving to achieve the Business Unit's annual objectives.
- Help in the maintenance of a safe working environment and escalate identified problems to the Matron.
- Actively participates in the Business Unit's team meetings.
- Ensure that all Trust and Divisional policies are adhered to.
- Always maintain confidentiality.
- Manage E-roster system in a timely and efficient manner.

4. Skills required for the Post

Physical skills

- Presentation skills
- Hand/eye co-ordination
- Manual dexterity
- Ability to operate technical and complex equipment
- Speed and accuracy
- Keyboard/computer skills

Mental skills

- Mediation, negotiation and persuasion skills
- Ability to plan and prioritise workload of self and others
- Able to work under pressure
- Leadership and motivational skills
- Listening, counselling and empathising skills
- Problem solving, assertiveness and analytical skills
- Excellent written, verbal and interpersonal communication skills
- IT literate

5. Responsibilities of the Post Holder

Accountable Practitioner

- Ensure the highest standards of clinical care by the provision of supportive and knowledgeable leadership for staff, women, relatives, carers and visitors.
- Ensure that clinical protocols are evidenced based, regularly reviewed, and amended to reflect developing practice.
- Ensure monthly quality indicators are completed on Maternity Medway and ensure the data is inputted.
- Ensure learning from lessons is shared with staff.
- Ensure that the clinical area is a safe environment for women and their families and take immediate remedial action when required.
- Responsible for maintaining midwifery competencies by acquiring and consolidating the requisite knowledge and skills necessary for safe midwifery practice.
- Assess, plan, implement and evaluate midwifery care given to women using BSOTS and a holistic and innovative approach to practice.

- Critically appraise, understand and apply research and evidence to midwifery practice.
- Participate in protocol/guidelines and SOP reviews using knowledge of research developments.
- Participates in Public Health programmes.
- Actively promote 'stop smoking' to clients and offer appropriate support.
- Ensure that midwifery care is provided and is consistent with clinical guidelines and service developments such as the Baby Friendly Initiative
- Ensure that safeguarding of mothers, unborns, children and their families is adhered to using professional curiosity - attends regular updates about detection and reporting of child protection incidents.
- Maintains accurate, contemporaneous maternity records (Maternity Medway).
- Take responsibility for addressing client needs by liaising with other health professionals/agencies as required.
- Maintain effective communication channels with clients and ensure appropriate client information is available on personal Maternity Medway notes.
- Provide accurate counselling and be able to cope with highly distressing or emotional circumstances eg following miscarriage, termination, stillbirth, neonatal abnormality and neonatal death. Guide and support junior staff in this situation.
- Communicate need to review/change plan of care, adapt plan of care as circumstances change in order to achieve revised outcomes and refer deviations to the most appropriately qualified professional.
- Liaise with all agencies and disciplines to ensure continuity of care eg Community Stakeholders, GPs and Health Visitors.

Managerial

- Day to day operational lead for Maternity Triage.
- Co-ordinate and liaise with the delivery suite coordinators surrounding the Duty E-roster ensuring effective use of resources and provisions of safe staffing levels for service provision.
- Partial sign off approver for the e-rostering.
- Allocation of appropriate training for staff.
- Demonstrate effective leadership ability; act as a positive role model and as an advocate for the woman and ensure that her care is tailored to meet her individual needs to facilitate a positive birth experience for the woman and her partner.
- Ensure excellent communication links exist and are maintained with all members of the multi-professional maternity team.
- Ensure that midwives working in Maternity Triage have access to excellent clinical midwifery support.
- Endeavour to achieve a high standard of morale by effective organisation and leadership.
- Ensure appropriate representation and contribution at the weekly 'ward/team leaders' meetings.
- Promote a high standard of professional practice and challenge poor practice.
- Act as budget holder, ensuring resources are used effectively.
- Identify areas for cost reduction and improved efficiency and productivity.
- Maintain an equipment register for Maternity Triage.
- Ensuring robust systems in place for equipment repair/replacement programmes.
- Organise available resources such as effective deployment of midwifery staff, equipment etc in an effective and efficient manner, ensuring safe levels of care are

achieved.

- Exercises effective leadership of the midwifery team in the absence of the Matron.
- Undertake staff/service user feedback monthly to develop and improve practice.
- Actively support audit within Maternity Triage and participate in the wider audit program within the Business Unit.
- Promotion of research appreciation and awareness within the Business Unit, also participating in research studies and projects.
- Exercise effective leadership of the midwifery team, and support staff during busy periods by organising and prioritising the workload.
- Complete manager's reports on Datix when needed.
- Liaise with external stakeholders that support maternity services.

Governance / Risk Management

- Organise, prioritise and adjust own workload in a manner that maintains and promotes quality.
- Foster public confidence through the promotion of a professional, positive image, developing and implementing standards for dress and behaviour.
- Implement and monitor quality systems, eg national and local benchmarking data.
- Attend all relevant management training in managing incidents, risk assessment.
- Contribute and attend trust governance meetings relating to the service ensuring all necessary data and information is prepared and presented as requested.
- Accurately analyse data, monitoring the success of the service within agreed frameworks and able to disseminate findings to the Division and Senior Managers to assist with future planning.

Service Improvement

- Use available research to plan, implement and evaluate strategies and programmes of care, which lead to improvement in care.
- Demonstrate innovative practice by assisting in the development of quality initiatives within the Division.
- Set performance indicators in conjunction with the Matron which reflect the Business Unit objectives and the strategic objectives of the Trust.

Quality

- Contribute to the formulation and lead the implementation and auditing of agreed standards, organisation and co-ordination of continuous professional development within own clinical area.
- Have effective leadership and the ability to make decisions within current protocols, research, NMC rules and code of practice, delivery of innovative care and practice.
- Promote positive interpersonal relationships and be confident in challenging poor clinical practice or poor attitude.
- Ensure the timely submission of all monthly and annual statistics.
- Ensure that all duties are carried out to the highest possible standard.

Financial Management

- Use all resources efficiently and effectively and maintain operational standards.
- Take responsibility for managing services within the available resources in terms of personal time, travel, deployment of staff and use of stores and equipment.
- Consult with the Senior Midwifery Managers and relevant others on key developments, ensuring the efficient and effective management of resources.
- As far as is reasonably possible, find creative financial solutions to expenditure problems and ideas for developments contributing to the local delivery plan and similar

processes.

Personal & People Development

- Undertake staff appraisals to ensure that personal development plans are provided for all staff.
- Provide relevant clinical experience in an appropriate learning environment to ensure that student objectives are met.

Education and Training

- Be eligible to be selected by the Head of Midwifery as a Professional Midwifery Advocate (PMA) to support the A-EQUIP Model of Midwifery Supervision.
- Maintain professional registration with the NMC and fulfil revalidation requirements.
- Be aware of and practice professionally in accordance with all applicable NMC guidance and specifically Midwives Rules & Standards, The Code, Guidelines for Records and Record Keeping and Standards for Medicines Management.
- Attend an annual appraisal with the Senior Midwifery Manager setting clear, achievable objectives.
- Undertake mandatory training in accordance with professional requirement.
- Identify own training, educational, and learning requirements with your line manager to maintain expertise and develop new skills as required.

Health, Safety and Security

- Comply with systems/procedures that are in place to facilitate a safe, seamless, integrated maternity service.
- Maintain competence in the use of all medical devices used within the department.
- Comply with promoting the prevention and control of hospital acquired infections in line with current guidelines.

Equality & Diversity

- Provide clear and objective information to women to enable them to make appropriate and informed choice in the care that they receive.
- Develop personalised care plans.

Patient centred	I am fully committed to providing the very highest standards of care to our patients
Safety	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
Compassion	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
Respect	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
Excellence	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

6. Freedom to Act

- Work within NMC rules and regulations and codes of conduct
- Work within ULHT policies, protocols and guidelines
- Work with Clinical Effectiveness Department.

7. Physical, Mental and Emotional Effort Required

- Physical effort – prolonged use of computer and keyboards on a daily basis with great attention to detail required, frequent unpredictable interruptions during the working day to respond to incidents and requests for information and help. Frequent prolonged periods of concentration investigating incidents and reading patients' notes. Prolonged use of a computer resulting in sitting in the same position for long periods of time.
- Mental effort - Frequent concentration, unpredictable work/workload which may lead to high levels of stress.
- Emotional effort - The role requires exposure to distressing and emotional situations. The post holder will be exposed to sensitive, emotional and distressing issues, indirectly with patients and directly on a face to face basis with staff at all levels of the organisation. These events and their contents are unpredictable.

8. Outline of Working Conditions

- Occasional unpleasant working conditions dealing with body fluids and foul linen.
- Warm and hot working environment.
- Dealing with demanding/aggressive women and their relatives on a regular basis.

Person Specification

Post of Maternity Antenatal Assessment Triage Manager

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	<ul style="list-style-type: none"> Registered Midwife with NMC Degree or equivalent Evidence of relevant clinical updating Mentorship preparation or equivalent 	Application form CV Registration Documents Interview	Master's Degree or equivalent Professional Midwifery Advocate	Application form CV
Previous Experience (Nature & Level)	<ul style="list-style-type: none"> At least three years' post-registration Midwifery experience Knowledge of risk management and national quality improvement processes. Expert midwifery skills and knowledge 	Application form CV Interview Reference	Project management training	
Evidence of Particular: - Knowledge - Skills - Aptitudes	<ul style="list-style-type: none"> IT literate includes ability to use Excel, Datix, Word Excellent communication skills and compassionate approach. Strong command of written and spoken English. Knowledge of the risk management process Can demonstrate a broad understanding of women's health needs within the context of changing health care provision 	Application form CV Interview Reference		Application form CV Presentation

	<ul style="list-style-type: none"> • Can demonstrate a forward thinking approach towards midwifery care, women's choice and student learning. • Able to act as a midwifery specialist advisor to group members and other professional groups. • Is skilled at managing challenging situations and shows compassion in relationships with both staff and patients. 			
Specific Requirements	<ul style="list-style-type: none"> • Strong professional knowledge base • Evidence of professional self-development • Ability to interpret and apply research findings 	Application form CV Interview Reference		

Job Description Agreement

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature

Date

Job Holder:

Line Manager: