

Recruitment information pack



FAST FORWARD YOU CAREER

BE PART OF A SUPPORTIVE TEAM

WORK ALONGSIDE WORLD-LEADING EXPERTS



DELIVER INNOVATIVE PATIENT CARE

ACCESS PERSONALISED CAREER DEVELOPMENT

BE PART OF A SPECIALIST AND DYNAMIC NURSING TEAM



WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focused on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

OUR HOSPITALS

Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

Hammersmith Hospital, Acton

Hammersmith Hospital is a specialist hospital renowned for its strong research connections, and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

Queen Charlotte's & Chelsea Hospital, Acton

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

St Mary's Hospital, Paddington

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

Western Eye, Marylebone

The Western Eye Hospital is a specialist hub for ophthalmic services in West London with a 24/7 eye A&E – providing emergency treatment for both adults and children. Facilities include: outpatients, inpatients, day case and emergency services.

WHY JOIN US?

Reach your potential through outstanding learning and development opportunities

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

Experience the rich heritage of hospitals that have made history

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

Draw on huge expertise as part of a strong international community

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious diseases, neurology and trauma care – to name just a few. We are part of the

Reach your potential in hospitals that make history

Charing Cross | Hammersmith | St Mary's |
Queen Charlotte's & Chelsea | Western Eye

prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

Feel supported by a positive culture

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

Recognition and career progression

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

Conduct research here

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

Access brilliant benefits and enjoy a new social life

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

JOB DESCRIPTION

Job title	Maternity Support Worker
Band	3
Directorate/ department	Maternity
Division	Women's, Children's and Clinical Support
Location of work	Queen Charlotte's Hospital and/or Saint Marys' Hospital
Hours	30hrs
Reports to	Senior Midwife/Midwife in charge
Accountable to	Lead Midwife

1. Job purpose

- To assist and support the registered midwife/nurse, under supervision, with the delivery of direct patient care, with the needs of the women and baby at the centre of care delivery
- To improve the patient experience

2. Key stakeholders

- Medical and multi-disciplinary teams
- Patients and visitors
- Support staff
- Hotel and catering staff
- Transport (London Ambulance Service)
- NHS Supplier

3. Key areas of responsibility

- Patient care
- Maintenance of a safe working environment
- Communication and organisational
- Ward supplies

4. Personal development

- Participate in appraisal and the development of a personal development plan in agreement with the RN

- Ensure that knowledge and skills are updated to maintain safe standards of care and treatment for patients

4. General responsibilities

Clinical Responsibilities

- Assist patients with activities of daily living when required maintaining their privacy and dignity at all times
- Patients' hygiene needs including: hair washing, washing/bathing, oral hygiene, dressing, toileting, care of urinary catheters
- Promote continence and manage incontinence for patients where appropriate
- Measure and record routine observations of weight, blood pressure, temperature, pulse, respiratory rate and pain scores. Report any abnormalities and concerns to a Registered Midwife/Nurse. If using the 'Early Warning Chart' documentation, to report all triggers to a Registered Midwife/Nurse.
- To weigh babies, document findings and report to the midwife.
- Support women in their chosen method of infant feeding. When breast feeding is the women's choice then to promote, teach and support successful breastfeeding.
- Measure, record and report capillary blood glucose levels of patients when required
- Provide pressure area relief and mobilisation of patients
- Recognise when patients are in pain and discomfort and report to Midwife/nurse in charge
- Assist with fluid and dietary needs of patients including completion of menu cards, recording intake and output of fluids and solids, preparation for mealtimes.
- Preparation and assisting with clinical procedures
- Escort patients/babies who are in a stable condition to other departments in the hospital for tests, investigations and treatments
- Be sensitive and supportive to the needs of bereaved relatives and friends in the event of a baby's death.
- Perform venepuncture following appropriate training and assessment
- To provide theatre support with skills such as 'runner' within the obstetric theatres during obstetric procedures such as Caesarean Sections.

Maintenance of a safe working environment

Have an understanding of the policies and procedures within the ward and Imperial College Healthcare NHS Trust, particularly:

- Health and Safety
- Fire Safety
- CPR
- Infection Control (including handling specimens and disposal of clinical waste policies)

Have an understanding of the needs for universal precautions at all times and be aware of the infection control policy when equipment is used

Have an understanding of any equipment used, safe storage, and health and safety recommendations and report any breakages to the Registered Midwife/Nurse

Maintain a clean and safe working environment in the ward kitchen adhering to the Ward Policies and Code of Conduct

Contribute towards the maintenance of a safe environment within the unit by ensuring cleanliness and tidiness of ward areas

Communication and organisational

- Ensure effective and appropriate communication with staff, patients, relatives and visitors, maintaining confidentiality at all times. Be Knowledgeable on accessing interpreting services/Language Line.
- Receive and contribute to reports on the progress of patients on the ward
- Greet and orientate patients and visitors to the ward environment
- Attend staff meetings and contribute constructively towards the smooth running of the clinical area
- Ensure that patient details are entered and updated in an accurate and timely manner on the electronic information system (CERNER).
- Assist with clerical duties on the ward when required including arranging patient transport services and outpatient appointments
- Answer the telephone, respond to queries, take messages and deal with enquires referring to the registered midwife when appropriate
- Be able to receive and redirect incoming calls and access the bleep system

Ward Supplies

- Participate in appraisal and the development of a personal development plan in agreement with the Registered Midwife
- Ensure that knowledge and skills are updated to maintain safe standards of care and treatment for patients

5. Scope and purpose of job description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

PERSON SPECIFICATION

Directorate/ department	Job title	Band
Maternity	Maternity Support Worker	3

Criteria relevant to the role	Essential	Desirable
Education/ qualifications	<ul style="list-style-type: none"> • QCF Level 3 Qualification in Health or equivalent (NVQ3, Advanced Apprenticeship) • Able to speak and write English to an appropriate standard • Numerate 	
Experience	<ul style="list-style-type: none"> • Experience of working with mothers and babies • Up to date experience: worked within a maternity setting within the last 18 months 	
Skills/knowledge/ abilities	<ul style="list-style-type: none"> • Demonstrate a clear insight into the role • Ability to work well within a team • Motivated and willing to develop within the role • Ability to perform venepuncture 	<ul style="list-style-type: none"> • Ability to work on own initiative • Baby Friendly Initiative training
Values and behaviours	<ul style="list-style-type: none"> • Able to demonstrate a caring approach • Good communication skills – both oral and written • Willing to learn venepuncture • Friendly • Sensitive to people’s needs and feelings 	
Other requirements	<ul style="list-style-type: none"> • Adaptable/Flexible • Aware of current issues 	

Additional information

1. Health and safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law while following recognised codes of practice and Trust policies on health and safety.

2. Medical examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

3. Equal opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

4. Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

5. Disclosure & Barring Service/safeguarding children and vulnerable adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. [Find out more about the Disclosure & Barring Service](#). Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

6. Professional registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any codes of conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

7. Work visa/ permits/Leave to remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

8. Conflict of interests

You may not, without the consent of the Trust, engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust while you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

9. Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with, and adhere to, current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staff are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Flu vaccination – All patient-facing staff are required to have the flu vaccination on an annual basis, provided free of charge by the Trust. Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents' library section on the intranet.

10. No smoking

The Trust operates a smoke free policy.

11. Professional association/trade union membership

The Trust is committed to working in partnership with trades unions and actively encourages staff to join any trade union of their choice, subject to any rules for membership that the Trade Union may apply.