NHS Tayside has now considered your request dated 25 April 2019.

**Extract from Request**

"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"

**Response**

Please see appended below the job descriptions and accompanying job matching analysis for Maternity Support Workers.


<table>
<thead>
<tr>
<th>Document Ref.</th>
<th>FOISA Exemption Applied</th>
<th>Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>IGTFOISA6229</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>
Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Tayside has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commission.

A request for an internal review must be made in writing no later than forty working days from receipt of this response and addressed to:

Tayside NHS Board Secretary
Tayside NHS Board Headquarters
Ninewells Hospital & Medical School
Dundee
DD1 9SY

If you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision. The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner
Kinchurn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Or via the online appeal service: [www.itstpublicknowledge.info/Appeal](http://www.itstpublicknowledge.info/Appeal)

If you have any queries about this correspondence, please contact:

Information Governance Team
Maryfield House
30 Mains Loan
Dundee
DD4 7BT

Telephone - 01382 424413
E-mail: [informationgovernance.tayside@nhs.net](mailto:informationgovernance.tayside@nhs.net)

Information Governance
NHS Tayside
14 May 2019
# Job Identification

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Breastfeeding Support Worker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department(s)/Location</td>
<td>Directorate of Public Health</td>
</tr>
<tr>
<td>Number of job holders</td>
<td>3</td>
</tr>
</tbody>
</table>

## Job Purpose

- To support and facilitate the initiation and continuation of breastfeeding in women in Dundee and the surrounding area
- Provide a specialise programme of care for breastfeeding women

## Organisational Position

- Managed by NHS Tayside Infant Nutrition Co-ordinator.
- To make contact with all breastfeeding mothers, who live within the Dundee boundary, breastfeeding at the point of discharge from maternity hospital service.
- Undertake a breastfeeding assessment, provide one-to-one breastfeeding support by home visit, telephone or text to approximately 800 women each year.
- Provide one to one advice, support and encouragement to the breastfeeding mother and her immediate family/support.
- During face to face assistance undertake further breastfeeding assessments, agree care plan in partnership with mother and review outcome with mother.
- To respond to mother as requested by herself/midwife as required postnatally.
- Provide an opportunity for midwifery, paediatric, health visiting, family nurses and medical students to shadow the breastfeeding support worker service as part of undergraduate and post graduate education.
- Respond to breastfeeding related enquiries from midwives, health visitors, family nurses, general practitioners, paediatric and working with new parents relating to breastfeeding.
- Independently manage workload, plan visits, follow up and review care plans.
- Recruit breastfeeding mothers and obtain consent to participate in UNICEF UK Baby Friendly audit interviews and comply with data protection standards.
- Ensure a quality service is provided which ensures family centred care underpinned by compassionate and sensitive communication.
5. MAIN DUTIES/RESPONSIBILITIES

- To provide evidence based information, advice, guidance and support with regard to initiation and continuation of breastfeeding on a one to one basis in the home or by telephone/text using a variety of methods e.g. verbal, feeding aids, word free resources, breastfeeding publications and interpretation services.
- To complete and document infant feeding assessments, identify any breastfeeding difficulties, agree a plan of care and review plan in accordance with UNICEF UK standards and NHS Tayside Infant Feeding Policy, procedures and guidelines.
- To accurately document care provided in national baby record/midwifery notes as per agreed guidance/protocols and keep detailed records of visits and ensure all information is communicated to relevant health professional.
- Respond to enquiries from mothers/staff looking for breastfeeding related advice, outwith service boundary.
- Provide one-to-one consultations to women out with the Dundee city boundary but still under midwifery care.
- To liaise with clients and other health professionals when required e.g. midwife, breastfeeding clinic, health visitor, GP.
- Refer to breastfeeding clinic if required.
- To provide cover for the Breastfeeding Clinic during period of annual leave or as required and review women referred with complex breastfeeding challenges including assessment, care planning and follow-up review.
- Undertake any other reasonable duties as directed by the infant nutrition co-ordinator.
- Participate in annual Breastfeeding Week in Scotland awareness events.
- Attend weekly breastfeeding groups and undertake individual assessments, advice and care plans where appropriate.
- To exercise good personal time management, punctuality and reliable attendance.
- To contribute to informed decision making, give feedback on how certain methods/interventions are working or not.
- To participate and engage in NHS Tayside annual performance appraisal systems.
- Identify training needs as part of personal training plan.
- Agreed referral/reporting pathways to relevant health professionals to be followed.
- Work as part of an effective, efficient and productive team.
- To record and collect data required for evaluation as directed by the infant nutrition coordinator.

6. COMMUNICATIONS AND RELATIONSHIPS

- Ability to form positive relationships and work collaboratively with new mothers and their families and respond sensitively to their differing needs.
- Liaise effectively with all colleagues and communicate all required information accurately and effectively.
- Adhere to NHS Tayside child protection policies and communicate information appropriately.
- Utilise excellent communication skills to undertake assessments with clients and ensure all information accurately documented and communicated both in writing and verbally.
- Arrange appointments and meetings with mothers for visits as necessary.
- Non-judgmental approach.
- Good listening skills.
- Follows procedures for this specialized program of care.
7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- NVQ3 or equivalent experience
- Experience of working with people, e.g. public services, voluntary, health, education
- Awareness of issues regarding and health benefits of breastfeeding
- Comply with NHS confidentiality policy
- Good personal organisation skills
- Ability to work as part of a team
- Positive interpersonal skills
- Ability to prioritize and meet deadlines
- To complete Level 1 and 2 Child Protection Training
ESSENTIAL ADDITIONAL INFORMATION

8. SYSTEMS AND EQUIPMENT

- To ensure that up to date written and activity data are maintained in accordance with Professional and Health Service standards; data information collected for service /completion of paper records in midwifery notes
- Use of computer systems/word//intranet/
- Use of mobile phones
- Use of equipment such as breast pumps, nipple shields

9. PHYSICAL DEMANDS OF THE JOB

- Post holders currently based at Ardler clinic but are required to travel extensively daily throughout Dundee attending home visits
- Standard keyboard skills
- Will at times, encounter distressing circumstances, which they are directly exposed to with regard to mum and or/baby concerns such as illness, child protection issues, and postnatal depression. Findings will be passed to appropriate member of staff.
- Dealing with emotional women on a daily basis
- Transportation of pump to and from home visits
- BSW collects information from Ninewells Hospital 3 x per week.

10 DECISIONS AND JUDGEMENTS

- Post will be managed by infant nutrition co-ordinator but requires post holder to work in close association with practicing midwives
- Act on own initiative in delivering patient care support available from infant nutrition co-ordinator, midwife, and health visitor depending on the circumstances.
- Plan home visits; make appointments with mothers
- Follows procedures as set out for program of care may participate in discussions on proposed changes,
- Understanding what is fundamental to breastfeeding and recognising when difficulties arise
- Establishing and implementing a feeding plan when required
- Diagnosing breast thrush/mastitis/tongue tie and using evidence based information, give accurate and up-to-date guidance
- Managing other concerns the mother may have regarding infant feeding such as engorgement/over/low milk supply.
- Respond to calls from women no longer eligible for service, but looking for advice.
- Respond to calls from Health Visitors, Midwives, and other healthcare providers looking for advice.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Implementing and endorsing Unicef guidance when social media and family may contradict the current guidelines.
Dealing with emotional women on a daily basis
Empowering women and helping them to understand the demands of a new baby
Ensuring good communications across the board
Gaining the trust and respect of clients
Unpredictability of home visit setting/surrounding
12. JOB DESCRIPTION AGREEMENT

The job description will need to be signed off using the attached sheet by each post-holder to whom the job description applies.
The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. **Should this be necessary** please identify an appropriate Manager and Postholder representative who can be contacted to provide this clarification. (This may be one of the undernoted postholders or a staff side representative who has been involved in agreeing the job description).

Responsible Manager

Contact No.

Postholder Representative

Contact No.

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

Signed (Manager)

Staff Members:

<table>
<thead>
<tr>
<th>Pay Number</th>
<th>Name (BLOCK CAPITALS PLEASE)</th>
<th>Signed</th>
<th>Post no. (office use only)</th>
</tr>
</thead>
<tbody>
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</table>
1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Health Care Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department(s)/Location</td>
<td>Gynaecology Antenatal Outpatients, Women’s Clinic, Perth Royal Infirmary</td>
</tr>
<tr>
<td>Number of job holders</td>
<td>1</td>
</tr>
</tbody>
</table>

2. JOB PURPOSE

As part of a multidisciplinary team the post holder will carry out routine individual care duties for patients, clients, carers and relatives in support of and supervised by a registered nurse/midwife. Carry out assigned duties to maintain hygiene, order and safety within the environment specified in Section 4 below.

The postholder is responsible for the smooth operational running of outpatient clinic sessions and some ultrasound sessions.

3. ORGANISATIONAL POSITION

Senior Charge Nurse/Midwife

Registered Nurses/Midwives

Health Care Assistant

(Post holder)
4. **SCOPE AND RANGE**

To provide a high quality, safe and supportive environment in order to care for patients attending outpatient services to meet identified care needs.

To ensure that clinic sessions are run timeously and effectively throughout the patient journey.

Reporting to a registered nurse/midwife the post holder will be expected to work unsupervised and be able to plan own workload.

**Budgetary Responsibilities:**

The post holder contributes to budgetary responsibility by undertaking routine stock and supplies ordering. Liaison is required with supplies, sterile supplies department, estates and medical physics departments. This post is primarily in Gynaecology Outpatient Clinic and Ultrasound Department, but the post holder may on occasion by redeployed within the Clinical Group.

The service operates Monday to Friday on a daily basis.

**Environment of care**

Women’s Clinic – Perth Royal Infirmary
- Gynaecology Clinics/Uro-dynamic clinics
- Antenatal clinics
- Colposcopy
- Hysteroscopy
- Infertility
- Oncology
- Menopause/Family Planning
- Parent Education/Physiotherapy sessions
- Ultrasound clinics
- Antenatal scanning sessions
- Gynaecological scanning sessions

5. **MAIN DUTIES/RESPONSIBILITIES**

**Care Delivery**

1. Carry out assigned tasks in delivering and supporting patient care ensuring delivery of a high quality of patient care. This requires the post holder to assist the doctor and chaperone during any procedures, e.g. endometrial biopsy taking, smear taking, cryocautery, ultrasound scanning. The post holder will participate in minor procedures performed in out-patients by:
   - Preparing equipment/theatre trays
   - Supporting the patient throughout the procedure and consultation
   - Assisting the doctor during the procedure
   - Setting up colposcopy and hysteroscopy clinics
   - Setting up for amiocentesis at ultrasound sessions
   - Dispose of equipment used.

2. Ensure clinic examination rooms are clean, tidy and well stocked. Maintain the hygiene, safety and general upkeep of waiting area, clinette and preparation areas.

3. Co-operate with and maintain good relationships with other disciplines to maximise care.

4. Maintain good relationships and an empathetic approach to clients’ carers and relatives and refer them to a registered nurse/midwife for any questions they may have on the clients condition or for any suggestions or complaints they may wish to raise.

5. Report observed changes in the clients’ physical/psychological need and participate in maintaining accurate records and up to date records to ensure effective communication, (in particular regards to specimen collection E.g. smears, biopsies and blood samples).

6. Answer the telephone, receive, record and transmit messages accurately.

7. Physically setting up area for varying clinic needs e.g. folders, trolleys and information leaflets.

8. Organise patients’ follow-up arrangements by:
   - Make the appropriate follow-up arrangement;
   - Ensure patient is fully aware of follow-up requirements, whether it be further out-patient appointment or assessment for surgery clinics.
• Organise paperwork required for follow-up eg theatre visits, either in-patient or as day case, x-ray, scans etc.
• Provide refreshments for patients if necessary.

**Health and Safety**
1. Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices for patients, colleges and self.
2. Particular regard to Infection Control Policy e.g. cleaning of patient trolleys, examination trolleys and ensuring hand rub freely available in area.

**Resource Utilisation**
1. Adhere to NHS Tayside policy re use of supplies and equipment in order to promote the effective and efficient use of resources.
2. Maintain stock levels of supplies to support the smooth running of the area as required. This includes all stock, non-stock items and monitoring CSSD stocks.
3. Maintaining levels of stationery/leaflets. This requires the post holder to be knowledgeable in how to request the different stationery/leaflets required i.e. stock/non-stock requisition. Photocopying within the unit or Tayside Health Print.

**Education**
1. Participate in personal and career development plan to maintain skills and develop personal growth in order to maximise contribution to service delivery.
2. The post holder contributes to the orientation of new members of the clinical team to the clinic environment.

**Quality**
1. Acknowledge the diversity of individuals respecting their rights, privacy and confidentiality.
2. Participate in data collection on behalf of registered nurse/midwife auditing Clinic Service.
3. Be aware of and adhere to NHS policies and procedures.

**6. COMMUNICATIONS AND RELATIONSHIPS**
• Establish and maintain relationships based on mutual respect communicating on a regular basis with the client/patient/relatives/multidisciplinary team and external agencies (where appropriate) involved in the provision of care.
• Communicate sensitively with patients and relatives when receiving bad news and when there are barriers to understanding, eg elderly patients, miscarriage, using tact, discretion and an empathetic approach where necessary.
• Deal with telephone enquiries and refer to appropriate discipline when necessary.

**7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

SVQII OR recognised equivalent in health care (and willingness to work /working towards SVQ111)

Ability to work with people and as a part of a multidisciplinary team.
Ability to work unsupervised.
Effective written, telephone and verbal communicate skills
Ability to carry out assigned tasks effectively in a busy environment.
Basic keyboard skills.
## ESSENTIAL ADDITIONAL INFORMATION

### 8. SYSTEMS AND EQUIPMENT

Clinic duties and responsibilities involve the safe use, storage and upkeep of the following on a daily basis -

**IT**

**Access to the internet/intranet to access information and NHS protocols and policies**
- Photocopier
- Telephone/pager system
- Accurate calculation and plotting of measurements
- Entering, recording, filing data into patients notes

**Clinical**

- Blood pressure monitor and cuff
- Blood sugar analysis equipment
- Urine testing equipment
- Venepuncture equipment and patient preparation for procedure
- Thermometer
- Use of weighing scales and height measurement
- Obtaining clinical specimens for specific tests
- Assisting during minor clinical procedures

**Manual handling**

- Examination trolleys for patients
- Trolleys for equipment
- Wheelchairs
- Medical equipment – various shapes and sizes
- Sterile theatre trays
- Patient case files
- Health promotion/information documentation
- Boxes of stores, provisions
- Clinic furniture – chairs, tables, desks
- Patient – assisting clinician during examination or procedures
- Linen skips
### 9. PHYSICAL DEMANDS OF THE JOB

#### Physical skills:

- Ability to safely manoeuvre trolleys, wheelchairs, clinical and electrical equipment etc from one area to another within the department throughout the shift. Ability to safely use and move specialised pieces of equipment.
- Move from clinic area to ultrasound area within the building. Ability to safely position/manoeuvre women for set procedures eg: amniocentesis, biopsy.

#### Physical demands:

- Stand for majority of shift
- Carry patient case files within the immediate clinic area
- Push/pull equipment trolleys on a regular basis throughout the week
- Lift, carry, manoeuvre pieces of clinical equipment of various sizes several times during the shift
- Push/pull linen skip and lift linen bag when full
- Handle and manoeuvre women clients for and during examination/procedures

#### Mental demands

- Concentration required when - calculating and plotting BMI measurements, obtaining specimens, assisting clinician, recording/taking clinical observations, explaining treatments and follow-up arrangements, providing information – all subject to frequent unpredictable interruptions such as patients, telephone, colleagues, clinicians on a frequent daily basis, within a busy environment.
- Facilitating the smooth running of the clinic sessions whilst more than one clinician/specialty on site.
- Checking blood specimen forms for accuracy.

#### Emotional demands

- Communicating with anxious/worried women, their partners and/or relatives - daily
- Dealing with women, their partners and/or relatives with severely challenging behaviours e.g. due to drugs or alcohol - occasionally
- Dealing with women, their partners and/or relatives following receipt of bad news
- Dealing with women, their partners and/or relatives who exhibit verbal/physical aggression - rarely

#### Working conditions

- Exposure and contact with body fluids daily
- Handling dirty linen daily
- Handling specialised clinical specimens daily e.g. tissue samples, biopsies
- Exposed to used and dirty theatre equipment, involved in safe disposal of same
- Exposure to verbal and/or physical aggression
### 10. DECISIONS AND JUDGEMENTS

Co-ordinate, plan and prioritise own workload as dictated by clinic sessions and attendance at same

Recognise significant changes in women and report to appropriate healthcare individual

Recognise emergency situations and initiate help and appropriate assistance

Work unsupervised using initiative when providing patient care/information with access to a registered nurse/midwife/clinician for guidance and advice.

Work review and formal appraisal of performance will be carried out by the designated registered nurse.

### 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Working within an environment that provides a diverse range of clinical specialties
- Dealing with a variable age group of women patients with a variety of health needs and abilities, from teenagers to elderly and infirm
- Effectively managing and prioritising competing demands, ensuring patient safety at all times

### 12. JOB DESCRIPTION AGREEMENT

The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies.
**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

<table>
<thead>
<tr>
<th>Post Title</th>
<th>HEALTH CARE ASSISTANT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Number</td>
<td></td>
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</table>

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

<table>
<thead>
<tr>
<th>Responsible Manager</th>
<th></th>
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<tbody>
<tr>
<td>Contact No.</td>
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<table>
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<tr>
<th>Staff Representative</th>
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<tbody>
<tr>
<td>Contact No.</td>
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</tbody>
</table>

Job Description 2016.doc Page 7 of 7
1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Health Care Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department(s)/Location</td>
<td>Nairn Suite, Ninewells Hospital, Dundee</td>
</tr>
<tr>
<td>Number of job holders</td>
<td>1</td>
</tr>
</tbody>
</table>

2. JOB PURPOSE

As part of a multidisciplinary team, the post holder will carry out individual care duties for patients, carers and relatives in support of and under supervision of a registered nurse. The post holder will carry out assigned duties to maintain safety, hygiene and order within the environment as specified in section 4.

Provides relevant, reliable support to the service in the absence of the Ward Assistant.

3. ORGANISATIONAL POSITION

Senior Charge Nurse  
Registered Nurse  
Health Care Assistant (post holder)

4. SCOPE AND RANGE

To provide a high quality, safe and supportive environment for patients within Nairn Suite to meet identified care needs.

From time to time may be required to work in other areas with and out with clinical group.

**Environment of Care**

10 bedded ward area providing care for women experiencing pregnancy loss up to a gestation of 21 weeks.

Out patient clinic setting providing an early pregnancy counselling service for on average 30 women per week.

Budgetary responsibilities include supplies ordering, use and maintenance of equipment. Has a level of awareness of correct utilisation of overall budget.
5. MAIN DUTIES/RESPONSIBILITIES

Care Delivery
- Carry out assigned tasks in delivering and supporting patient care under the direction of a registered nurse.
- Delivering a high level of nursing care as a support to registered nursing team.
- Co-operate with and maintain good relationships with other discipline.
- Report observed changes in patients’ physical / psychological needs.
- Maintain accurate records ensuring effective communication.
- Maintain an empathetic /sympathetic approach to patients and their relatives.
- Appropriately refer questions, suggestions or complaints to a registered nurse.

Outpatient Clinic – Termination of Pregnancy Clinic
- Locating casenotes and preparing them for the clinic e.g. checking referral letters present and preparing green forms.
- Compiling ‘clerking packs’
- Arranging all necessary equipment for smooth running of the clinic.
- Providing reception duties i.e. checking patients’ names and dates of birth on their arrival and making any necessary amendments, arranging appointments, answering queries.
- Assisting clients with completion of health questionnaires.

Health & Safety
- Work within local policies and procedures to ensure safe working practices for patients and colleagues.
- Participate in Infection Control audits and ensure NHS Tayside Infection Control Policies are being adhered to.
- Report any adverse incidents to a registered nurse.

Quality
- Have no personal objection to looking after those undergoing an induced termination of pregnancy.
- Respect patient confidentiality regarding the nature of termination of pregnancy.
- Acknowledge the diversity of individuals, respecting their rights and privacy.

Education
- Participate in personal / career development plans.
- Maintain skills and knowledge to maximise contribution to service delivery.
- Participate in mandatory study session e.g. manual handling.
- Participate in the orientation of new and visiting staff and students.

Resource Utilisation
- Adhere to NHS Tayside procedures regarding the use of supplies and equipment to promote efficient use of resources.
- Maintain stock levels of supplies to ensure the smooth and safe running of the ward and clinic areas.
6. COMMUNICATIONS AND RELATIONSHIPS

- Collaborates with nursing team and multidisciplinary team to enhance the quality of nursing care.
- Receives telephone referrals from GPs, Family Planning doctors.
- Refers patient telephone calls to registered nurse where appropriate.
- Liaises with Estates Department regarding maintenance of ward equipment.
- Communicates regularly with Supplies Department, Laundry staff, Kitchen staff, and other areas within clinical group.
- Utilises ward communication book to keep registered nurses up-to-date.
- Collaborates with Ward Assistant to ensure the smooth running of the ward and clinic regarding eg patients’ medical records, stock levels.

- Reassure patients at times of anxiety.
- Communicate with patients, subjects which they may find distressing or embarrassing.
- Communicate with patients who may be in severe pain.

7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- SVQII or recognised equivalent qualification in healthcare (or willingness to work towards).
- Ability to work in a team.
- Effective written and verbal skills.
- Ability to work effectively in a busy, sometimes highly emotive environment.
- Have no personal objection to looking after women having a termination of pregnancy.
- Ability to recognise and support women through the normal progress of termination of pregnancy and to recognise and report accordingly any abnormality of the process.

ESSENTIAL ADDITIONAL INFORMATION

8. SYSTEMS AND EQUIPMENT

- Utilise manual handling aids and equipment safely and effectively eg beds, trolleys, chairs, slides, hoists.
- Maintain accurate patient records.
- Maintain manual ward records.
- Have access to an email account within NHS Tayside IT system.
### 9. PHYSICAL DEMANDS OF THE JOB

**Physical Demands**
- Moving patients on trolley to theatre department.
- Pushing beds, chairs, trolleys.
- Assisting in the maneuvering of patients after a general anaesthetic.
- Emergency situation may require moving a patient from a collapsed state on the floor back to bed.
- Assisting / chaperoning medical staff with simple gynaecological procedures e.g. Internal examination with speculum or ultrasound scan probe. - Possibility of prolonged stooped position.

**Mental Demands**
- Unpredictable ward / clinic activity.
- Concentration required when undertaking personal care for patients.
- Accurate information to be noted at time of telephone referrals
- Becomes stressful having to provide support in the absence of the ward assistant due to having to juggle the demands of 2 different posts, one of which is more clerical than the post holder’s present post.

**Emotional Demands**
- Dealing with terribly upset / distraught patients and relatives both in Nairn Suite and in the outpatient clinic.
- Giving care to those during a traumatic event in their life.
- Caring for those who have received bad news.
- Dealing with those who may show challenging behaviour.
- Act as a support to colleagues on emotive issues surrounding the work they do.

**Working Conditions**
- Exposure to bodily fluids, faeces, emptying bed pans continually during the day.
- Exposure to large volumes of patient blood.
- Exposure to terminated pregnancy tissue.
- Exposure to fetal remains.
- Possible exposure to physical violence.

### 10. DECISIONS AND JUDGEMENTS

Prioritising and planning of assigned work.
Identifying changes in patients’ conditions and reporting to a senior colleague.
Identifying changes in working environment and reporting accordingly e.g. faulty equipment.
Ordering and maintaining stock levels.

### 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Dealing with the inevitable emotions and practicalities surrounding pregnancy loss and termination of pregnancy.

### 12. JOB DESCRIPTION AGREEMENT

The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies.
**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

<table>
<thead>
<tr>
<th>Post Title</th>
<th>HEALTH CARE ASSISTANT, NAIRN SUITE, NINEWELLS HOSPITAL.</th>
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<tbody>
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| Responsible Manager |                                            |
| Contact No. |                                            |

| Staff Representative |                                            |
| Contact No. |                                            |
# NHS TAYSIDE – AGENDA FOR CHANGE
## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Health Care Assistant, Arbroath</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department(s)/Location</td>
<td>Maternity</td>
</tr>
<tr>
<td>Number of job holders</td>
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</tr>
</tbody>
</table>

### 2. JOB PURPOSE

As part of a multidisciplinary team the post holder will carry out routine individual care duties for women, babies, carers and relatives in support of and supervised by a registered midwife. The post holder will carry out assigned duties to maintain hygiene, order and safety within the environment specified in Section 4 below.

### 3. ORGANISATIONAL POSITION

Midwifery Team Leader

 Registered Midwife

 Health Care Assistant (Postholder)

### 4. SCOPE AND RANGE

To provide a high quality, safe and supportive environment in order to care for pregnant women, recently delivered mothers and their babies and to meet their identified care needs.

The environment of care may include antenatal, intrapartum (labour) and postnatal in hospital and or community setting, specifically: Labour Suite

- Postnatal ward
- Antenatal Ward
- Community Maternity Unit.

The post holder has shared responsibility for the ordering of general stores food provisions, baby milk feeds, stationery and medical supplies.

Assists the team with safe storage and general upkeep/maintenance of equipment used throughout the department.

Ensures safe and secure handling/storage of patients clothing and/or belongings.
5. MAIN DUTIES/RESPONSIBILITIES

- Care Delivery – (80% time)
  1. Carry out assigned tasks in delivering and supporting care of women and babies under the direction of a midwife to ensure delivery of a high quality of care. May include cord care, breastfeeding and formula feeding, sterilisation and other aspects of baby care, demonstrating same to mothers.
  2. Provide advice and support to breastfeeding Mums as per unit policy.
  3. Ensure confidentiality is maintained.
  4. Carry out temperature, pulse and blood pressure observations and report observed changes in both women and babies to the midwife.
  5. Participate in maintaining accurate and up-to-date records to ensure effective communication.
  6. Answer the telephone, receive, record and transmit messages accurately.
  7. Co-operate with and maintain good relationships with other disciplines that are attending and treating women & babies to maximise care.
  8. Maintain good relationships and an empathetic approach to women, carers, relatives referring them to a midwife when appropriate.
  9. Report incidents, suggestions and/or complaints to the midwife.
 10. Assist midwife with preparation for discharge of women and babies.

- Health & Safety – (10% of time)
  Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices, in particular with regard to infection control measures.

- Resource Utilisation – (5% of time)
  11. Adhere to NHS Tayside procedures regarding use of supplies and equipment in order to promote the effective and efficient use of resources.
  12. Maintain stock levels of supplies to support the smooth running of the area as required – stationery and surgical stores.

- Education – (5% of time)
  13. Participate in own personal/career development plan to maintain and develop skills in order to maximise contribution to service delivery e.g. attend study days appropriate to role.
  14. Assist in the orientation of newly appointed Health Care Assistants in own work area.

- Quality – continuous
  15. Acknowledge the diversity of individuals respecting their rights, privacy and confidentiality.
6. COMMUNICATIONS AND RELATIONSHIPS

Communicate with women relatives and visitors.
Communicate with relevant departments which provide support service to the clinical area.
Report accidents, suggestions and complaints to midwife in charge.
Effective use of verbal, non-verbal and written communication using e.g.: telephone, email, bleep system, computer to communicate with all members of the multidisciplinary team within the department.
Provide support, empathy, encouragement, and basic advice to provide holistic care, including health promotion.
Under the direction of the midwife communicate with external agencies as appropriate.

7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

SVQII or recognised equivalent in healthcare (or willingness to work/working towards) or equivalent work experience working in a caring environment/role.
Ability to work with people and as part of a multidisciplinary team.
Ability to carry out assigned tasks effectively in a busy environment.
Knowledge of Tayside policies procedures and practices which are associated with their job
Knowledge of all aspects of breastfeeding including promotion, advice-giving and support.
Knowledge of basic parenting skills.
Possess effective written and verbal communication skills

ESSENTIAL ADDITIONAL INFORMATION

8. SYSTEMS AND EQUIPMENT

Moving & Handling
Move women on beds and wheelchairs, and babies in wheeled cots
Use manual handling equipment as appropriate
Clean and store various pieces of electro medical equipment.
Access email communication system and intranet
Have access to case notes therefore must comply with the Data protection Act, Caldicott Guidelines and local policies.
Occasional requirement to enter data on manual or electronic system.

9. PHYSICAL DEMANDS OF THE JOB

Physical Skills:
Skills to safely manoeuvre wheelchairs, trolleys, beds and other equipment.
Removal of venflons and Foley catheters

Physical Demands:
Frequent manoeuvering of women. Assist the mobility of women
Frequently lifting babies in and out of cots
Frequently pushing meals trolleys
Walking or standing most of the shift
Assisting with breastfeeding
Carrying/handling patient records
Moving, storing boxes of supplies, milk feeds

Mental Demands:
Frequent concentration required when undertaking care of women and/or babies
Concentration required when maintaining patient records
## PHYSICAL DEMANDS OF THE JOB

**Emotional Demands:**
Occasionally communicating with distressed/anxious/worried women/relatives.
On rare occasions care for clients following receipt of bad news.
On rare occasions dealing with clients with severely challenging behaviour.
Occasionally deal with women and/or relatives who display aggressive behaviour.

**Working Conditions:**
Exposure to body fluids, faeces, emptying bed pans, catheter bags several times each shift
Changing dirty and/or soiled linen
Changing babies’ nappies – wet/soiled
Exposure to verbal aggression – on a weekly basis
Exposure to physically aggressive behaviour on rare occasions

## 10. DECISIONS AND JUDGEMENTS

Assignment and supervision of work will be by the Midwife working within NHS Tayside policies and procedures.

Work review and formal appraisal of performance will be carried out by the designated midwife

Plan and prioritise own order of work

Recognise changes in the condition of women and/or babies, reporting these to the midwife or appropriate other healthcare individual

## 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing competing demands

Daily interaction with colleagues, women, babies, relatives and members of the public, including dealing with challenging behaviour

Ensuring the security of women and babies at all times

## 12. JOB DESCRIPTION AGREEMENT

The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies.
JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Health Care Assistant, Arbroath</th>
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<tbody>
<tr>
<td>Reference Number</td>
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</table>

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

<table>
<thead>
<tr>
<th>Responsible Manager</th>
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NHS TAYSIDE – AGENDA FOR CHANGE
JOB DESCRIPTION

1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Maternity Care Assistant</th>
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<tr>
<td>Department(s)/Location</td>
<td>Maternity – Dundee and Montrose</td>
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<tr>
<td>Number of job holders</td>
<td>2</td>
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2. JOB PURPOSE

To work under the direction of midwives, utilising the knowledge, skills and attitudes gained during completion of the MCA training course to support women, their families and midwives to improve health and healthcare.

As part of a multidisciplinary team, to carry out routine individual care duties for women, babies, carers and relatives.

3. ORGANISATIONAL POSITION

Midwifery Team Leader

<table>
<thead>
<tr>
<th>Registered Midwife</th>
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<tr>
<td>Maternity Care Assistant (Postholder)</td>
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</table>

4. SCOPE AND RANGE

In communication and collaboration with registered midwives to provide high quality, safe and supportive care to pregnant women, recently delivered mothers and their babies and to meet their identified care needs.

The environment of care may include community premises e.g. GP practices
- Community Maternity Unit
- Antenatal Ward or Clinic
- Labour Suite
- Postnatal ward
- Woman’s home

NHS Tayside maternity staff provide pregnancy, labour and postnatal care to approximately 4,800 women each year. 450-500 of those live in NE Fife and are outwith the scope of these posts.

Tayside maternity services are provided from 4 inpatient sites, 4 community midwifery bases and numerous GP practices. MCAs may be required to work in any of these.

Will provide occasional clerical support as required.
5. MAIN DUTIES/RESPONSIBILITIES

- Care Delivery – (90% time)

Providing high-quality, woman-centred maternity services by carrying out assigned tasks, delivering care and supporting women and babies. This may include:

**Antenatal**
- Weighing women
- Performing urinalysis
- Venepuncture
- Providing agreed literature and information to women, documenting same in SWHMR
- Providing advice and support to women who have previously been assessed as requiring tubigrip
- Participating in parent education sessions and breastfeeding workshops

**Labour Suite**
- Providing support to labouring women
- Carry out temperature, pulse and blood pressure observations
- Venflon removal
- Removal of catheter
- Capillary blood sampling and blood glucose estimation
- Testing blood using the fetal blood sample analysis machine
- Obtaining cord bloods
- Weighing the baby
- Providing assistance with the initiation of infant feeding

**Postnatal**
- Teaching and supporting women in the development of parenting skills
- Teaching, assisting and supporting women with breastfeeding
- Using and maintaining breastpumps, including teaching mothers to use them
- Teaching hand expression
- Teaching sterilisation of infant equipment
- Teaching, assisting and supporting women with bottle feeding
- Participate in the care of babies, reporting any changes, or concerns regarding the baby's condition to the responsible midwife.

Report findings to midwife

Keep clear documentation of care and advice provided to women, including electronic record keeping.

Ensure maintenance of confidentiality

Answer the telephone, receive, record and transmit messages accurately.

Co-operate with and maintain good relationships with other disciplines that are attending and treating women & babies to maximise care.

Maintain good relationships and an empathetic approach to women, carers, relatives referring them to a midwife when appropriate.

Report incidents, suggestions and/or complaints to the midwife.
MAIN DUTIES/RESPONSIBILITIES – Care Delivery continued

Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices, in particular with regard to infection control measures.

Acknowledge the diversity of individuals respecting their rights, privacy and confidentiality.

- Clerical – (5%)

Adhere to NHS Tayside procedures regarding use of supplies and equipment in order to promote the effective and efficient use of resources.

Maintain stock levels of supplies to support the smooth running of the area as required – stationery and surgical stores.

Undertake such clerical tasks as are determined by the midwife to be required to ensure smooth running of maternity services e.g. preparation of notes, getting laboratory results.

- Education – (5%)

Provide information to women on a range of topics. That may include:
- Health in pregnancy, including supporting smoking cessation
- General health/self-care advice
- Breastfeeding
- Formula feeding

Participate in own personal/career development plan to maintain and develop skills in order to maximise contribution to service delivery e.g. attend study days appropriate to role.

Assist in the orientation of staff newly appointed to own work area.

6. COMMUNICATIONS AND RELATIONSHIPS

Work closely with the midwife, agreeing daily workload and reporting back the findings from assessments/care episodes.

Communicate with women, their partners and carers, providing support, empathy, encouragement, and basic advice, including health promotion.

Communicate with relevant departments which provide support service to the clinical area.

Effectively use verbal, non-verbal and written communication using eg: telephone, email, bleep system, computer to communicate with all members of the multidisciplinary team within the department.

Under the direction of the midwife communicate with external agencies as appropriate.
7. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

CertHE: Maternity Care Assistant. SCQF 7 – 120 points

Ability to work outwith direct supervision, implementing agreed care packages in response to findings from own assessment of women

Keen awareness of personal safety when working alone in community setting

Ability to work with people and as part of a multidisciplinary team.

Knowledge of NHS Tayside policies, procedures and practices associated with the post

Effective written and verbal communication skills

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8. **SYSTEMS AND EQUIPMENT**

Electronic data systems including Staffnet, email and Central Vision

Will move women on beds, trolleys and wheelchairs, and babies in wheeled cots

Manual handling equipment

Electro medical equipment
9. DEMANDS OF THE JOB

Physical Skills:
Safe handling of wheelchairs, trolleys, beds and community equipment.
Venepuncture
Carry out temperature, pulse and blood pressure observations
Venflon removal
Removal of catheter
Capillary blood sampling and blood glucose estimation
Obtaining cord bloods
Weighing babies
Providing assistance with the initiation of infant feeding

Physical Demands:
Assisting the mobility of labouring women, helping them to change position
Lifting babies in and out of cots
Walking or standing most of the shift
Assisting with breastfeeding
Carrying/handling patient records
Moving, storing supplies

Mental Demands:
Working alone, outwith direct supervision e.g. in the woman’s home
Frequent concentration required when undertaking care of women and/or babies
Concentration required when maintaining patient records

Emotional Demands:
Occasionally communicating with distressed/anxious/worried women/relatives.
On rare occasions care for clients following receipt of bad news.
On rare occasions dealing with clients with severely challenging behaviour.
Occasionally dealing with women and or relatives who display aggressive behaviour.

Working Conditions:
Exposure to body fluids, faeces, emptying bed pans and catheter bags, changing beds
Changing babies nappies – wet/soiled

10. DECISIONS AND JUDGEMENTS

Assignment and supervision of work will be by the Midwife working within NHS Tayside policies and procedures.

Work review and formal appraisal of performance will be carried out by the designated midwife

Plan and prioritise own order of work

Recognise changes in the condition of women and or babies, reporting these to the midwife or appropriate other healthcare individual
11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Working alone in community setting
- Daily interaction with colleagues, women, babies, relatives and members of the public, including dealing with challenging behaviour

12. JOB DESCRIPTION AGREEMENT

The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies.

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<th>Post Title</th>
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| Responsible Manager                     |                                      |
|-----------------------------------------|                                      |
| Contact No.                             |                                      |
| Staff Representative                    |                                      |
| Contact No.                             |                                      |
Matched Job Report

Job Title: Breastfeeding Support Worker
Job ID: Sco6/114CP-2018
Score: 273
Band: Band 4
Status: Band Matched
Matched To: Maternity Care Assistant

Job Statement

To support and facilitate the initiation and continuation of breastfeeding in women in Dundee and the surrounding area

Provide a specialise programme of care for breastfeeding women

1. Communication & Relationship Skills

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Relevant Job Information

Utilise excellent Good communication skills to undertake assessments with clients and ensure all information accurately documented and communicated both in writing/written and verbally.

To provide evidence based factual information, advice/assistance, guidance and support with regard to initiation and continuation of breastfeeding on a one to one basis in the home or by telephone/text using, this will be in a variety of methods ways e.g. verbal, feeding aids, word free resources, and breastfeeding publications and interpretation services props such as lifelike baby models.

To provide one to one advice, support and encouragement to the breastfeeding mother about breastfeeding to the mother and her immediate family/support.

Ability to form positive working relationships and work /work collaboratively with new mothers and their families and respond sensitively to their differing clients needs

Liaise effectively with all and colleagues and communicate all required information accurately and effectively.

13/04/2018

Q. What communication skills would the post-holder be expected to have and can you give an example eg barriers to understanding?

A. Work with families from all areas and required to adapt how information is delivered according to need and all levels of ability in terms of literacy.

Completion of written documentation required and information communicated to health visitor, family nurse or midwife.
Building rapport and trust with clients is essential to the supportive relationship required to support breastfeeding mothers.
The use of telephone, texts, Facebook are all required to effectively reach and communicate with new mothers

20/04/2018

The BSW work with mothers where cultural traditions may interfere with advice and support offered with breastfeeding initiation and continuation according to NHS Tayside Infant Feeding policy. In these circumstances a great deal of reassurance is offered in the form of follow-up texts, telephone calls, praise and support. Applying tact is required with every mother infant given the emotive and stressful period of the newborn infant.

Praise and empathy are required to work with the individual mother and the wider family network.

The BSW work with a diverse range of women whose first language is not English and as such utilise interpretation services, word free tools and pictures to convey information.

The BSW will adapt information for those mothers where there is a physical or mental special needs, cerebral palsy, learning disability, congenital abnormality in baby or syndrome in baby i.e. downs syndrome.

### 2. Knowledge, Training & Experience

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**Relevant Job Information**

NVQ3 or equivalent experience  
Experience of working with people, e.g. public services, voluntary, health, education  
Awareness of issues regarding and health benefits of breastfeeding  

To complete Level 1 and 2 Child Protection Training.

02/11/2018

Q. The post holder requires a NVQ 3 or equivalent experience there is mention of level 1 and 2 child protection training, does this addition knowledge equate to a diploma?

A. This doesn’t equate to a diploma level qualification, the child protection training is the mandatory learnPro module.

11/01/2019
Please give detail of any other additional knowledge or experience that the post holders would be required to have over and above the SVQ 3, and what exactly this additional knowledge would equate to?

Complete UNICEF UK Baby Friendly breastfeeding management course.
Require in-depth knowledge regarding:
• In depth anatomy and physiology of breast
• Detailed breastfeeding assessments, diagnosis of problems, care planning, provision of advice to mothers about initiation and continuation of breastfeeding.
• Liaison with general practitioners regarding correct prescribing relating to complex breastfeeding challenges
• Experienced in managing complex breastfeeding challenges, lactating mastitis, breast abscess, lactating thrush
• Ability to teach medical students, midwives, health visitors, family nurses, health care assistants about lactation management in community
• Advise midwives and health visitors regarding lactation management
• Provide cover for NHS Tayside Infant Feeding Advisor (Band 7) at the breastfeeding clinic during annual leave and/or sickness
• Obtain consent from mothers to participate in UNICEF UK Baby Friendly assessments

Would equate to a diploma in higher education SVQ 4

3. Analytical & Judgemental Skills

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Relevant Job Information

Diagnosing breast thrush/mastitis/tongue tie and using evidence based information, give accurate and up-to-date guidance

To support and facilitate the initiation and continuation of and prolong breastfeeding practices in women in Dundee and the surrounding area.

To provide one to one advice, support and encouragement to the breastfeeding mother about breastfeeding to the mother and her immediate family/support.

4. Planning & Organisational Skills

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Relevant Job Information

Independently manage workload, plan visits, follow up and review care plans.

Plan home visits; make appointments with mothers

5. Physical Skills

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**6. Patient / Client Care**

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**Relevant Job Information**

Provide a specialised programme of care for breastfeeding women.

Managing other concerns the mother may have regarding infant feeding such as engorgement/over/low milk supply.

Respond to calls from women no longer eligible for service, but looking for advice.

To complete and document infant feeding assessments, identify any breastfeeding difficulties, agree a plan of care and review plan in accordance with UNICEF UK standards and NHS Tayside Infant Feeding Policy, procedures and guidelines.

To accurately document care provided in national baby record/midwifery notes as per agreed guidance/protocols and keep detailed records of visits and ensure all information is communicated to relevant health professional.

To respond to mother as requested by herself/midwife as required in the first 10 weeks postnatally.

During face to face assistance undertake further breastfeeding assessments, agree care plan in partnership with mother and review outcome with mother.

8. Financial & Physical

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<th>National Profile</th>
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**Relevant Job Information**

Use of equipment such as breast pumps, nipple shields.

9. Human Resources
**Matched Job Report**

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**Relevant Job Information**

Provide an opportunity for midwifery, paediatric, health visiting, family nurses and medical students to shadow the breastfeeding support worker service as part of undergraduate and post graduate education for a day.

**10. Information Resources**

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**Relevant Job Information**

To ensure that up to date written and electronic records and activity data are maintained in accordance with Professional and Health Service standards; data information collected for service project/completion of paper records in midwifery notes/use of Octagon computer recording system to input into health visiting records.

To record and collect data required for evaluation as directed by the infant nutrition co-ordinator project leader, content of visit, breastfeeding information/rates on a daily basis.

**11. Research & Development**

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**Relevant Job Information**

Recruit breastfeeding mothers and obtain consent to participate in UNICEF UK Baby Friendly audit interviews and comply with data protection standards.

**12. Freedom To Act**

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**Relevant Job Information**

Act on own initiative in delivering patient care- support supervision available from infant nutrition co-ordinator project leader, midwife, and health visitor depending on the circumstances.

Independently manage workload, plan visits, follow up and review care plans.

To contribute to informed decision making as this is a pilot project, give feedback on how certain methods/interventions are working or not.

**13. Physical Effort**

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**Relevant Job Information**

Produced on: 10-May-2019
Matched Job Report

Transportation of pump to and from home visits
Use of equipment such as breast pumps, nipple shields.

13/04/2018
Question
Please gives examples of physical effort including frequency and duration?

A. Required to undertake telephone assessment and home visit in mothers own home. Carrying and delivering breast pump equipment on a daily basis for use by mothers. Sitting and observing breastfeeding for a period of 1 hour or longer dependent on individual challenges. This can involve stretching and correction of feeding positioning’s. Average of 5 visits each day.

20/04/2018
Breast pump equipment weight is = 5kg
Aids are used such as pillow and props which are light and easily manoeuvred.

14. Mental Effort

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Relevant Job Information

Unpredictability of home visit setting/surrounding.

13/04/2018
The home visits require a holistic assessment of the mother and family. Frequently dealing with highly emotional situations which require tact and negotiation skills to reassure and calm mother and family. Dealing with stressed parents when feeding is not going well is challenging. Communicating identified concerns to health visitor e.g. postnatal depression.

20/04/2018
Panel has entered the manager response to the question asked, but is concerned that there
may be confusion over the kind of evidence required to explain the mental strain that the post
holder may find themselves under in different situations, please provide examples and
frequencies.
• BSW work with postnatal women in the first 10 days after birth. This is a highly emotional
time for all mothers due to the decline in oestrogen and progesterone and the increase in
oxytocin hormones. BSW deal with tearful, sleep deprived women, women in pain from LUSC
wounds or episiotomy wounds. At this time new mothers have great difficulty retaining
information due to the physiological changes to brain function to 'right sided' thinking. This
means that frequent reassurance and repetition of information is required with approximately
80 women every month on a daily basis.

15. Emotional Effort

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Relevant Job Information

Will occasionally at times, encounter distressing circumstances, which they are directly
exposed to with regard to mum and or/baby problems concerns such as illness, child
protection issues, and postnatal depression. Findings will be passed to appropriate member of
staff.
Dealing with emotional women on a daily basis.

11/01/2019

Q. On average how frequently would the post holder be exposed to mum and baby problems
such as illness, child protection issues or postnatal depression?
A. On a daily basis

18/01/2019

Additional evidence from JD.
Can be exposed to households where there is a history Domestic abuse.

16. Working Conditions

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Relevant Job Information

Post holders currently based at Ardler clinic may be based in Kings Cross but are required to
travel extensively daily throughout Dundee attending doing home visits.
Can be exposed to households where there is a history of substance misuse, domestic abuse, aggression and violence. Where there is a history of substance misuse. On occasion joint visits are required.

Panel require clarity around the statement that they can be exposed to households where there is a history of substance misuse. Would there be a risk of needle stick injury?

• The multidisciplinary team would provide advice on safe needle use however there is still a risk of exposure as the postnatal period is a critical period of poly drug use. Risk assessments are undertaken and adherence to safe practices implemented.

• Frequencies of exposure to the following correlates with number of families through maternity services who are breastfeeding:

  o  substance misuse 20 families per annum
  o  domestic abuse aggression and violence 40 families per annum

Panel understand that the post holders would experience exposure the body fluids via breast milk.

Q. Please indicate the frequency of direct exposure?

At each visit on a daily basis

Q. Are there any other duties that the post holders would be required to carry out that would expose them to any other kinds of body fluids? If yes, how frequently?

Urine and faeces on a daily basis.
Matched Job Report

Job Title: Health Care Assistant  
Job ID: Sco6/2016(VOID)  
Score: 237  
Band: Band 3  
Status: Profile Matched  
Matched To: Clinical Support Worker Higher Level Nursing (Hospital)

Job Statement
As part of a multidisciplinary team the post holder will carry out routine individual care duties for patients, clients, carers and relatives in support of and supervised by a registered nurse/midwife. Carry out assigned duties to maintain hygiene, order and safety within the environment specified in Section 4 below. The postholder is responsible for the smooth operational running of outpatient clinic sessions and some ultrasound sessions.

1. Communication & Relationship Skills

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Relevant Job Information
Communicate sensitively with patients and relatives when receiving bad news and when there are barriers to understanding, eg elderly patients, miscarriage, using tact, discretion and an empathetic approach where necessary.

2. Knowledge, Training & Experience

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Relevant Job Information
SVQII OR recognised equivalent in health care (and willingness to work /working towards SVQ111)

3. Analytical & Judgemental Skills

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Relevant Job Information
Report observed changes in the clients’ physical/psychological need and participate in maintaining accurate records and up to date records to ensure effective communication, (in particular regards to specimen collection e.g. smears, biopsies and blood samples). Recognise significant changes in women and report to appropriate healthcare individual Recognise emergency situations and initiate help and appropriate assistance

4. Planning & Organisational Skills

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Relevant Job Information
Organise patients’ follow-up arrangements by:· Make the appropriate follow-up arrangement;·
Ensure patient is fully aware of follow-up requirements, whether it be further out-patient appointment or assessment for surgery clinics. Organise paperwork required for follow-up eg theatre visits, either in-patient or as day case, x-ray, scans etc. Provide refreshments for patients if necessary.

### 5. Physical Skills

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<th>National Profile</th>
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**Relevant Job Information**

Basic keyboard skills. Ability to safely manoeuvre trolleys, wheelchairs, clinical and electrical equipment etc from one area to another within the department throughout the shift. Ability to safely use and move specialised pieces of equipment.

### 6. Patient / Client Care

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</table>

**Relevant Job Information**

Carry out assigned tasks in delivering and supporting patient care ensuring delivery of a high quality of patient care. This requires the postholder to assist the doctor and chaperone during any procedures, eg endometrial biopsy taking, smear taking, cryocautery, ultrasound scanning. The postholder will participate in minor procedures performed in out-patients by:
- Preparing equipment/theatre trays
- Supporting the patient throughout the procedure and consultation
- Assisting the doctor during the procedure
- Setting up colposcopy and hysteroscopy clinics
- Setting up for amniocentesis at ultrasound sessions
- Dispose of equipment used.

### 7. Policy & Service

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**Relevant Job Information**

Adhere to NHS Tayside policy re use of supplies and equipment in order to promote the effective and efficient use of resources. Be aware of and adhere to NHS policies and procedures.

### 8. Financial & Physical

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**Relevant Job Information**

Maintain stock levels of supplies to support the smooth running of the area as required. This includes all stock, non-stock items and monitoring CSSD stocks. The post holder contributes to budgetary responsibility by undertaking routine stock and supplies ordering.
9. Human Resources

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**Relevant Job Information**
The postholder contributes to the orientation of new members of the clinical team to the clinic environment.

10. Information Resources

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**Relevant Job Information**
Report observed changes in the clients’ physical/psychological need and participate in maintaining accurate records and up to date records to ensure effective communication, (in particular regards to specimen collection e.g. smears, biopsies and blood samples).

11. Research & Development

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**Relevant Job Information**
Participate in data collection on behalf of registered nurse/midwife auditing Clinic Service.

12. Freedom To Act

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**Relevant Job Information**
Co-ordinate, plan and prioritise own workload as dictated by clinic sessions and attendance at same
Work unsupervised using initiative when providing patient care/information with access to a registered nurse/midwife/clinician for guidance and advice.

13. Physical Effort

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**Relevant Job Information**
Stand for majority of shift
Carry patient case files within the immediate clinic area
Push/pull equipment trolleys on a regular basis throughout the week
Lift, carry, manoeuvre pieces of clinical equipment of various sizes several times during the shift
Push/pull linen skip and lift linen bag when full
Handle and manoeuvre women clients for and during examination/procedures

14. Mental Effort

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**Relevant Job Information**
Matched Job Report

Factor Status Matched Score 7

Relevant Job Information
Concentration required when - calculating and plotting BMI measurements, obtaining specimens, assisting clinician, recording/taking clinical observations, explaining treatments and follow-up arrangements, providing information – all subject to frequent unpredictable interruptions such as patients, telephone, colleagues, clinicians on a frequent daily basis, within a busy environment. Facilitating the smooth running of the clinic sessions whilst more than one clinician/specialty on site. Checking blood specimen forms for accuracy.

15. Emotional Effort
National Profile 2(a)/3(a) Profile 3
Factor Status Matched Score 18
Relevant Job Information
Communicating with anxious/worried women, their partners and/or relatives - daily
Dealing with women, their partners and/or relatives with severely challenging behaviours eg: due to drugs or alcohol - occasionally
Dealing with women, their partners and/or relatives following receipt of bad news

16. Working Conditions
National Profile 3ab4b Profile 4
Factor Status Matched Score 18
Relevant Job Information
Exposure and contact with body fluids daily
Handling dirty linen daily
Handling specialised clinical specimens daily eg: tissue samples, biopsies
Exposed to used and dirty theatre equipment, involved in safe disposal of same
Exposure to verbal and/or physical aggression
Matched Job Report

Job Title: Health Care Assistant
Job ID: Sco6/2280(VOID)
Score: 199
Band: Band 2
Status: Profile Matched
Matched To: Clinical Support Worker Nursing (Hospital)

Job Statement
As part of a multidisciplinary team, the post holder will carry out individual care duties for patients, carers and relatives in support of and under supervision of a registered nurse. The post holder will carry out assigned duties to maintain safety, hygiene and order within the environment as specified in section 4. Provides relevant, reliable support to the service in the absence of the Ward Assistant.

1. Communication & Relationship Skills

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Relevant Job Information
Maintain an empathetic /sympathetic approach to patients and their relatives. Reassure patients at times of anxiety. Communicate with patients, subjects which they may find distressing or embarrassing. Dealing with those who may show challenging behaviour.

2. Knowledge, Training & Experience

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Relevant Job Information
SVQII or recognised equivalent qualification in healthcare ( or willingness to work towards).

3. Analytical & Judgemental Skills

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Relevant Job Information
Report observed changes in patients’ physical / psychological needs. Collaborates with nursing team and multidisciplinary team to enhance the quality of nursing care. Refers patient telephone calls to registered nurse where appropriate. Identifying changes in patients’ conditions and reporting to a senior colleague.

4. Planning & Organisational Skills

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Relevant Job Information
Prioritising and planning of assigned work.
5. Physical Skills

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**Relevant Job Information**
Moving patients on trolley to theatre department. Pushing beds, chairs, trolleys.

6. Patient / Client Care

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**Relevant Job Information**
As part of a multidisciplinary team, the post holder will carry out individual care duties for patients, carers and relatives in support of and under supervision of a registered nurse. Delivering a high level of nursing care as a support to registered nursing team. Ability to recognise and support women through the normal progress of termination of pregnancy and to recognise and report accordingly any abnormality of the process.

7. Policy & Service

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**Relevant Job Information**
Work within local policies and procedures to ensure safe working practices for patients and colleagues. Participate in Infection Control audits and ensure NHS Tayside Infection Control Policies are being adhered to.

8. Financial & Physical

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**Relevant Job Information**
Budgetary responsibilities include supplies ordering, use and maintenance of equipment. Has a level of awareness of correct utilisation of overall budget. Identifying changes in working environment and reporting accordingly eg faulty equipment.

9. Human Resources

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**Relevant Job Information**
Participate in the orientation of new and visiting staff and students.

10. Information Resources

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</table>
Matched Job Report

Relevant Job Information
Maintain accurate patient records.
Maintain manual ward records.

11. Research & Development

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Relevant Job Information
Participate in Infection Control audits and ensure NHS Tayside Infection Control Policies are being adhered to.

12. Freedom To Act

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Relevant Job Information
Carry out assigned tasks in delivering and supporting patient care under the direction of a registered nurse.
Report any adverse incidents to a registered nurse.

13. Physical Effort

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Relevant Job Information
Assisting in the maneuvering of patients after a general anaesthetic.
Emergency situation may require moving a patient from a collapsed state on the floor back to bed.
Utilise manual handling aids and equipment safely and effectively eg beds, trolleys, chairs, slides, hoists.

14. Mental Effort

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Relevant Job Information
Unpredictable ward / clinic activity.
Providing reception duties i.e. checking patients’ names and dates of birth on their arrival and making any necessary amendments, arranging appointments, answering queries.
Assisting clients with completion of health questionnaires.

15. Emotional Effort

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Relevant Job Information
Respect patient confidentiality regarding the nature of termination of pregnancy.
Dealing with terribly upset / distraught patients and relatives.
Exposure to terminated pregnancy tissue.
Exposure to fetal remains.

16. Working Conditions

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Relevant Job Information
Exposure to bodily fluids, faeces, emptying bed pans continually during the day.
Exposure to large volumes of patient blood.
Possible exposure to physical violence.
Job Title: Health Care Assistant  
Job ID: Sco6/2831  
Score: 211  
Band: Band 2  
Status: Band Matched  
Matched To: Clinical Support Worker Nursing (Hospital)

Job Statement
As part of a multidisciplinary team the post holder will carry out routine individual care duties for women, babies, carers and relatives in support of and supervised by a registered midwife. The postholder will carryout assigned duties to maintain hygiene,order and safety within the environment specified in Section4 below.

1. Communication & Relationship Skills
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   Relevant Job Information
   Provide support, empathy, encouragement, and basic advice to provide holistic care, including health promotion
   On rare occasions dealing with clients with severely challenging behaviour.

2. Knowledge, Training & Experience
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   Relevant Job Information
   SVQII or recognised equivalent in healthcare (or willingness to work/working towards) or equivalent work experience working in a caring environment/role.

3. Analytical & Judgemental Skills
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   Relevant Job Information
   Recognise changes in the condition of women and or babies, reporting these to the midwife or appropriate other healthcare individual

4. Planning & Organisational Skills
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   Relevant Job Information
   Plan and prioritise own order of work

5. Physical Skills
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# Matched Job Report

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Skills to safely manoeuvre wheelchairs, trolleys, beds and other equipment. Removal of venflons and Foley catheters

## 6. Patient / Client Care

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### Relevant Job Information

Carry out assigned tasks in delivering and supporting care of women and babies under the direction of a midwife to ensure delivery of a high quality of care. May include cord care, breastfeeding and formula feeding, sterilisation and other aspects of baby care, demonstrating same to mothers.

## 7. Policy & Service

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### Relevant Job Information

Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices, in particular with regard to infection control measures. Adhere to NHS Tayside procedures regarding use of supplies and equipment in order to promote the effective and efficient use of resources.

## 8. Financial & Physical

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<th>National Profile</th>
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<tr>
<td>1-2</td>
<td>2</td>
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<td>12</td>
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### Relevant Job Information

Maintain stock levels of supplies to support the smooth running of the area as required – stationery and surgical stores.

## 9. Human Resources

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### Relevant Job Information

Assist in the orientation of newly appointed Health Care Assistants in own work area.

## 10. Information Resources

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### Relevant Job Information

Participate in maintaining accurate and up-to-date records to ensure effective communication.

## 11. Research & Development

Produced on: 10-May-2019
### Matched Job Report

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**Relevant Job Information**
Completes staff surveys

### 12. Freedom To Act

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**Relevant Job Information**
Assignment and supervision of work will be by the Midwife working within NHS Tayside policies and procedures.

### 13. Physical Effort

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<td>12</td>
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</table>

**Relevant Job Information**
Frequent manoeuvring of women.
Assist the mobility of women
Frequently lifting babies in and out of cots
Frequently pushing meals trolleys Walking or standing most of the shift

### 14. Mental Effort

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<td>2(a)</td>
<td>2</td>
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**Relevant Job Information**
Frequent concentration required when undertaking care of women and/or babies
Concentration required when maintaining patient records

### 15. Emotional Effort

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<td>2-3(a)</td>
<td>3</td>
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**Relevant Job Information**
Occasionally communicating with distressed/anxious/worried women /relatives.
On rare occasions care for clients following receipt of bad news.
On rare occasions dealing with clients with severely challenging behaviour
Occasionally deal with women and or relatives who display aggressive behaviour .

### 16. Working Conditions

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**Relevant Job Information**
Exposure to body fluids, faeces, emptying bed pans, catheter bags several times each shift
Changing dirty and/or soiled linen
Changing babies nappies – wet /soiled
Exposure to verbal aggression – on a weekly basis
Matched Job Report

Job Title: Maternity Care Assistant
Job ID: Sco6/4787N
Score: 304
Band: Band 4
Status: Band Matched
Matched To: Maternity Care Assistant

Job Statement
To work under the direction of midwives, utilising the knowledge, skills and attitudes gained during completion of the MCA training course to support women, their families and midwives to improve health and healthcare. As part of a multidisciplinary team, to carry out routine individual care duties for women, babies, carers and relatives.

1. Communication & Relationship Skills

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Relevant Job Information
Work closely with the midwife, agreeing daily workload and reporting back the findings from assessments/care episodes. Communicate with women, their partners and carers, providing support, empathy, encouragement, and basic advice, including health promotion. Communicate with relevant departments which provide support service to the clinical area. Effectively use verbal, non-verbal and written communication using eg: telephone, email, bleep system, computer to communicate with all members of the multidisciplinary team within the department. Under the direction of the midwife communicate with external agencies as appropriate. Effective written and verbal communication skills
Maintain good relationships and an empathetic approach to women, carers, relatives referring them to a midwife when appropriate.

2. Knowledge, Training & Experience

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Relevant Job Information
CertHE: Maternity Care Assistant. SCQF 7 – 120 points Ability to work outwith direct supervision, implementing agreed care packages in response to findings from own assessment of women Keen awareness of personal safety when working alone in community setting Ability to work with people and as part of a multidisciplinary team. Knowledge of NHS Tayside policies, procedures and practices associated with the post Effective written and verbal communication skills

3. Analytical & Judgemental Skills

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Relevant Job Information
Answer the telephone, receive, record and transmit messages accurately
Recognise changes in the condition of women and or babies, reporting these to the midwife or appropriate other healthcare individual Working alone, outwith direct supervision e.g. in the woman’s home
4. Planning & Organisational Skills

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Relevant Job Information
Plan and prioritise own order of work

5. Physical Skills

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Relevant Job Information
Venepuncture - Carry out temperature, pulse and blood pressure observations
Venflon removal - Removal of catheter
Capillary blood sampling and blood glucose estimation
Obtaining cord bloods
Weighing babies
Providing assistance with the initiation of infant feeding

6. Patient / Client Care

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Relevant Job Information
Providing high-quality, woman-centred maternity services by carrying out assigned tasks, delivering care and supporting women and babies
Providing advice and support to women who have previously been assessed as requiring tubigrip
As part of a multidisciplinary team, to carry out routine individual care duties for women, babies, carers and relatives

7. Policy & Service

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Relevant Job Information
Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices, in particular with regard to infection control measures
Knowledge of NHS Tayside policies, procedures and practices associated with the post

8. Financial & Physical

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Relevant Job Information
Maintain stock levels of supplies to support the smooth running of the area as required – stationery and surgical stores

9. Human Resources

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**Matched Job Report**

**Relevant Job Information**
Provide information to women on a range of topics. That may include:
- Health in pregnancy, including supporting smoking cessation
- General health/self-care advice
- Breastfeeding
- Formula feeding
- Participate in own personal/career development plan to maintain and develop skills in order to maximise contribution to service delivery e.g. attend study days appropriate to role.
- Assist in the orientation of staff newly appointed to own work area

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**Relevant Job Information**
Keep clear documentation of care and advice provided to women, including electronic record keeping

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**Relevant Job Information**
No evidence

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**Relevant Job Information**
Assignment and supervision of work will be by the Midwife working within NHS Tayside policies and procedures. Work review and formal appraisal of performance will be carried out by the designated midwife

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**Relevant Job Information**
Assisting the mobility of labouring women, helping them to change position. Lifting babies in and out of cots. Walking or standing most of the shift. Assisting with breastfeeding. Carrying/handling patient records. Moving, storing supplies

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**Relevant Job Information**
Mental Demands: Working alone, outwith direct supervision e.g. in the woman’s home. Frequent concentration required when undertaking care of women and/or babies. Concentration required.
when maintaining patient records

15. Emotional Effort

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Relevant Job Information
Occasionally communicating with distressed/anxious/worried women /relatives. On rare occasions care for clients following receipt of bad news. On rare occasions dealing with clients with severely challenging behaviour. Occasionally dealing with women and or relatives who display aggressive behaviour

16. Working Conditions

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Relevant Job Information
Exposure to body fluids, faeces, emptying bed pans and catheter bags, changing beds. Changing babies nappies – wet /soiled