

Neonatal Support Worker

Department:	Heath and Community Service	
Section:	Women, Children & Family Care Group	
Reports to:	Ward Manager	
JE Ref:	HCS1222	
Grade:	NM02	JE Date: 18/07/2023

Job purpose

A Neonatal Support Worker (NSW) will work as a member of the multi-disciplinary team supporting neonatal healthcare professionals, to ensure all babies receive optimum neonatal care, following a holistic family centred model of practice. NSW will work within in/direct supervision of a registered healthcare professionals but still be guided by their expertise, within the remit of their role. They will be confident in the provision of care in all hospital settings, sometimes working independently.

Job specific outcomes

1. Undertake clinical tasks at the request of a registered healthcare professional which includes but is not limited to urinalysis, physiological measurements, blood sugar testing, infant feeding, eye swabs, MRSA swabs, stool samples, and record accurately on EPR/MEWS and escalate any concerns to a relevant healthcare professional.
2. Assist Nurses, Midwives and Doctors preparing for and carrying out duties, ensuring the clinical areas are checked, clean and equipment stocked and available to use as instructed.
3. Support in the care of babies, including the provision of social, emotional, and physical care within the postnatal period.
4. Undertake clerical duties that are associated with the smooth running of the team as well as contribute to team meetings escalating any concerns regarding babies/their families to a registered healthcare professional.
5. Ensure they are aware and compliant with of all relevant Health & Community Services policies, procedures and clinical guidelines and escalate any concerns/breaches to an appropriate health care professional.
6. Participate in the continual review, development, and improvement of neonatal services by partaking in quality auditing processes and providing input into the development of future policies, procedures, and clinical guidelines where applicable.
7. Assume responsibility for and . participate in on-site training programmes and ensure compliance with the training requirements within Health and Community Services.
8. Promote health and wellbeing of babies and their families through parent education and health promotion, empowering careers to make their own decisions about health choices.

9. Support in the training of future Neonatal Support Workers as well as the development and upskilling of Healthcare Support Workers.
10. Engage and interact effectively with families, encouraging them to be actively involved in planning and delivering care to their babies, facilitating complete transfer of care.
11. Undertake transfer of infant's care to other wards, the neonatal outreach team and/or discharge to the community.
12. To be able to identify safeguarding issues relating all services users and their families and escalate any concerns to a registered healthcare professional.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

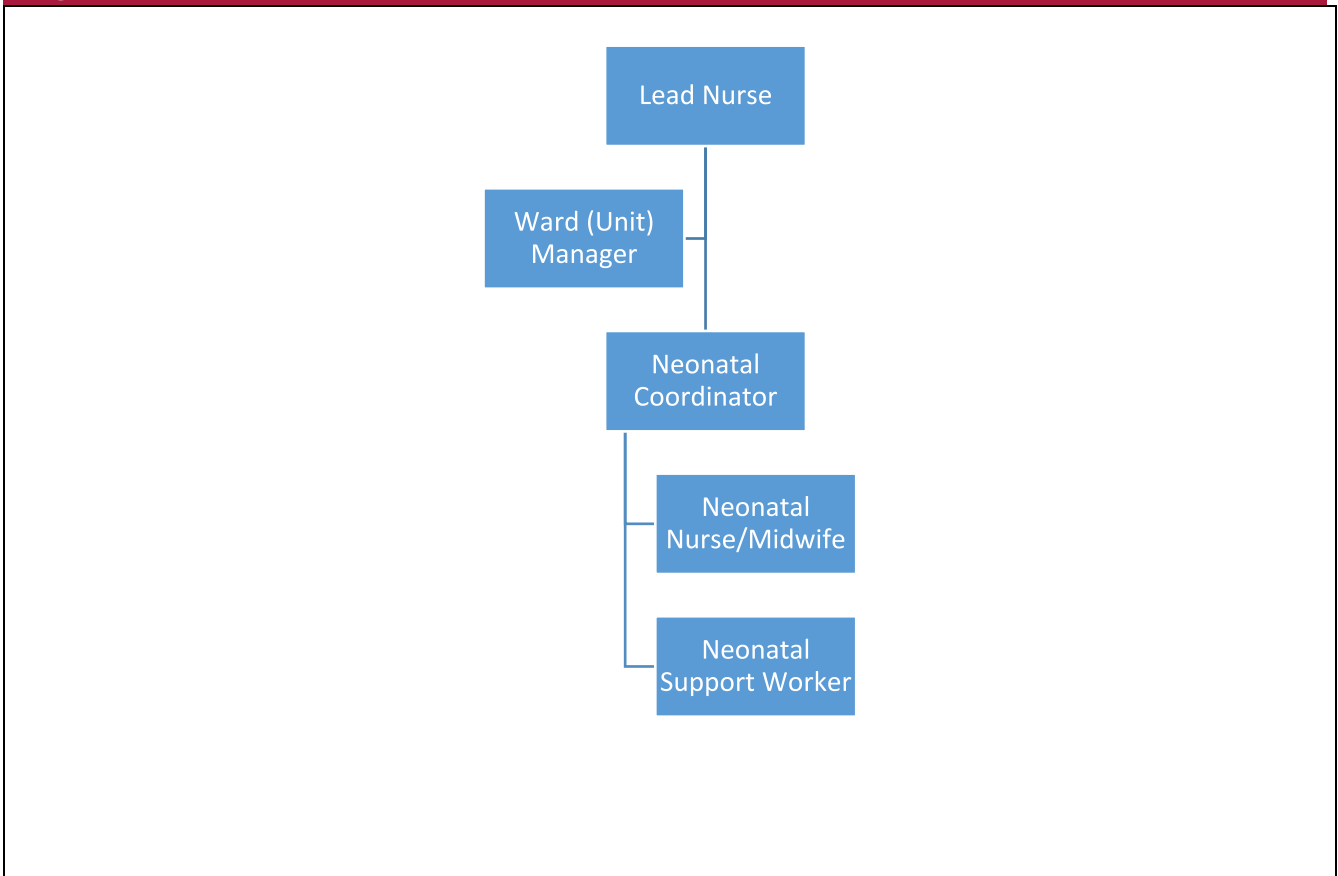
This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	5 GCSE A-C/9-4 including English and Mathematics.	A-Levels Clinical Skills qualifications. Level 3 NVQ/BTEC Health & Social Care
Knowledge	<p>Recognising the limits of scope and authority within role.</p> <p>Accepts responsibility and accountability for their own work.</p> <p>Understanding of the importance of partnership/MDT working and building positive relationships.</p> <p>Understands the principles of confidentiality.</p>	<p>Commitment to self-development; must have evidence of recent professional development.</p> <p>Knowledge and understanding of healthcare associated neonatal issues.</p>
Technical / Work-based Skills	<p>Proficient use of Microsoft Office applications e.g., Word, Excel, PowerPoint, Outlook.</p> <p>Ability to engage with people and motivate and support them.</p> <p>Calm under pressure able to use initiative and make decisions within their scope of practice.</p> <p>Excellent interpersonal / communication skills with a variety of media and at all levels.</p> <p>Ability to communicate in difficult and challenging environments.</p>	<p>Understanding of hospital environment and DATA systems e.g., electronic patient record systems.</p>

<p>General Skills/Attributes</p>	<p>Good level reasoning skills and ability to problem solve.</p> <p>Organised with effective time management; adaptable and self-motivated.</p> <p>Ability to present effectively both verbally and written.</p> <p>Strong team player who has the ability to adapt to change.</p> <p>Ability to identify stress in self and others and to take effective action to manage the situation.</p>	
<p>Experience</p>	<p>Experience of working as part of a team.</p>	<p>Previous Health Care experience.</p> <p>Experience of working with vulnerable people.</p>

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.