



JOB DESCRIPTION

Midwifery Clinical Supervisor

1. Job Details	
Job Title:	Midwifery Clinical Supervisor
Pay Band:	Band 6 plus unsocial hours allowance
Reports to:	Clinical Safety Navigator/Consultant Midwife
Accountable to:	Senior Clinical Operations Manager
Responsible for :	None
Location/ Site/ Base:	Emergency Operations Centre EOC – East and West
2. Job Purpose	
<p>To provide clinical expertise to the emergency operations centre (EOC) when supporting the call triage system and to act as local point of contact for specialist advice to EMA'S (Emergency medical advisors) dispatch staff and crews on the road.</p> <p>This will involve giving real time advice to women and their families, carrying out an initial risk assessment and identifying appropriate pathways for women and where applicable provide home management instructions in line with the NHS pathways call triage system to achieve safe and effective outcomes.</p> <p>The midwife will be required to give advice to the 999 and 111 services identifying appropriate response times and deployment of specialist resources CCP's (critical care paramedics) based on the clinical situation.</p> <p>To work within the Clinical Multi-disciplinary team in managing maternity patients whilst providing clinical advice and guidance on complex issues to other members of the clinical team and or staff from other agencies.</p> <p>To act as a link between SECamb and maternity services in the management of "frequent callers" for the NHS 111 service</p> <p>To work as part of the Clinical Multi-Disciplinary team in providing quality, evidence-based health care to meet the immediate needs of the patient whilst delivering safe, consistent care to an appropriate standard.</p>	

3. Role of Department

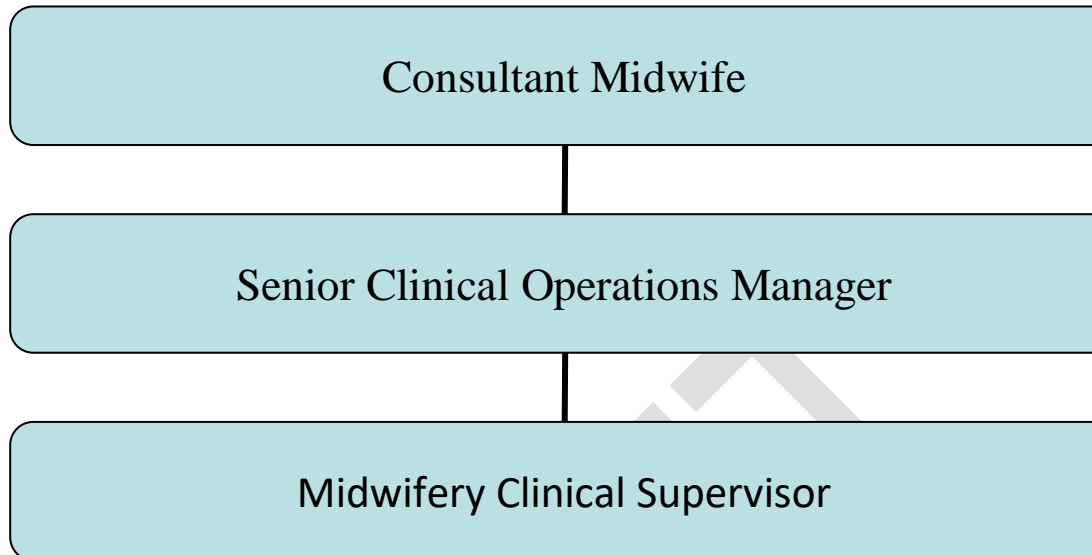
The clinical functions within the Emergency Operations Centre and 111 Service focus resources to support the Trusts Computer Aided Dispatch and Integrated Urgent Care Systems, Clinical Decision Support systems and personnel to:

- Support the receiving of 999 / 111 calls into the service and ensuring each call is handled safely, efficiently, qualitatively and appropriately to direct apposite resource as required.
- Support the receiving of calls into EOC, ensuring each call is handled safely, efficiently, qualitatively and appropriately to direct appropriate resource as required.
- Direct liaison with patients and callers applying clinical knowledge, experience, systems and informational support technologies to meet patient needs.
- Being able to respond, support and share best practice with front line road crews in the management, conveyance and care for patients.
- Liaising directly with other emergency services to ensure patients, are managed in an efficient and coordinated fashion to maintain patient safety at the heart of each encounter.

Lead on continuous quality improvements in clinical practice/EOC, and hence the reduction of clinical risk.

Work collaboratively with the EOC to develop a culture, which embeds Clinical Quality and Governance and monitors its effectiveness.
Provide professional support for all clinical staff grades.

4. Organisation Chart



5. Duties & Responsibilities

Clinical

- Communicate with patients and callers at their level of understanding, culture and background. Remain courteous and professional at all times.
- Initiate appropriate action, utilising appropriate resources based on the telephone discussion with the caller.
- To work as a team member, under appropriate supervision as required, to deliver care and telephone treatment in a variety of circumstances.
- To work within scope of practice seeking support where appropriate.
- To collect, analyse and utilise patient information from the patient's history, physical examination, laboratory, and radiographic and other diagnostic data and identify relevant problems.
- Provide appropriate remote clinical supervision to clinical and non-clinical staff within SECAMB through Clinical In-Line support systems.
- Provide clinical supervision and mentoring for the Emergency Medical Advisors and Health Advisors within 999 and 111 contact centres

- Maintain required standards of clinical competence and qualifications
Have an awareness of current policies and utilise acquired skills in mental health, safeguarding and medication enquiries.
- To maintain accurate and contemporaneous records of all clinical assessments and patient enquiries.
- To use complex communication skills including the use of language support services as necessary.
- Maintain an awareness of mandatory performance standards and their relevance on a day to day basis.
- To support the wider team in the delivery of key performance indicators.

Management/Leadership

- Provide operational clinical leadership and support to EMA's.
- Informing consultant midwife when facilitation of a debrief is needed following challenging cases.
- Provide first line clinical support to all clinical crews.
- Facilitate a positive culture of openness, learning and wellbeing
- Undertake first line quality assurance of clinical practice through review of calls taken and pathways followed.
- Ensure incidents are reported through the trusts reporting system in order for corrective action to be taken.

Education

- Support live facilitation of EMA learning around maternity related topics
- Support planned EMA training and education.

Quality Improvement

- Support development of training suitable for EMA's.

<ul style="list-style-type: none"> • Support Trust wide and local clinical quality improvement and innovation. • To undertake clinical audit as required. • To participate in research activity as required to promote and develop the maternity care agenda
<p><u>General</u></p> <p>Demonstrate personal accountability in their everyday practice and an understanding of their responsibility for patients and staff to which they work alongside.</p> <p>The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the service</p> <p>To deescalate stressful situations calmly and intuitively.</p>
<p>Finance: Nil</p> <p>Responsible for the safe and appropriate use of equipment and consumables.</p> <p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p>
<p>Disclosure and Barring Service Check</p> <p>We are committed to the safeguarding and welfare of children and vulnerable adults.</p> <p>This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. The process will be completed as part of your pre-employment checks and repeated every 3 years as a minimum. Your suitability for this position (based on the results of the DBS) will form an important condition of your ongoing employment.</p>
<p>Values</p> <p>The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: Care, Compassion, Competence, Communication, Courage and Commitment. Post- holders will also be required to understand and work in</p>

accordance with the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

Equality and Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

As a member of the clinical team, the post-holder is expected to take responsibility for embedding equality and diversity in their work and areas of responsibility.

Corporate governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards

of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

Policies

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the post holder.

Date Reviewed:		
Reviewed By:	Manager:	Signature
	Post holder:	Signature:

DRAFT

PERSON SPECIFICATION

<i>Factors</i>	<i>Essential</i>	<i>Desirable</i>	<i>Assessment</i>
	<i>The essential criteria are those which the role cannot operate without.</i>		<ul style="list-style-type: none">• <i>Application Form (App)</i>• <i>Interview (I)</i>• <i>Assessment (Ass)</i>

Qualifications/ Training What should the candidate have already attained?	<ul style="list-style-type: none"> Experienced NMC Registered Midwife with 2 years' experience as a minimum. Recent intrapartum experience. Ability to confidently use a computer and navigate quickly across different applications. 	<ul style="list-style-type: none"> BSc Midwifery or equivalent NLS/ALSO/PROMPT/MOET Mentorship certificate Triage experience IT experience/qualification 	App
Knowledge What particular knowledge should the candidate already have?	<ul style="list-style-type: none"> Current knowledge of local and national policies informing maternity care. Understanding of the human factors in relation to safe systems of working 		App/I/Ass
Experience What previous type of experience should the candidate have?	<ul style="list-style-type: none"> Demonstrable experience of working in triage environment or intrapartum facility. Experience of mentoring in clinical practice 	<ul style="list-style-type: none"> Customer service/call centre experience 	App/I/Ass
Skills What particular skills should the candidate already have?	<ul style="list-style-type: none"> Senior clinician with excellent clinical decision making skills Good numeracy and literacy skills IT literacy Demonstrates leadership in practice Demonstrate ability to reflect and learn from situations Identifies challenges and works with others to identify solutions 		App/I

	<ul style="list-style-type: none"> • Excellent communication skills, including listening skills. 		
Personal Qualities	<ul style="list-style-type: none"> • Commitment to excellence in all areas of work. • Demonstrates humility and patience • Highly motivated • Professional in their conduct • Supports the values and beliefs of the ambulance service 		
Other	<ul style="list-style-type: none"> • No current disciplinary or performance issues recorded • Good attendance Record and time keeping. • Mobility to travel across sites • Able to work flexibly across a range of shifts 		

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	
Reviewed By:	