

SHEFFIELD TEACHING HOSPITALS NHS TRUST

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Link Worker (Roma)
Grade:	Band 3
Responsible to:	Midwifery Director & Head of Midwifery
Reports to:	Antenatal Services Matron
Location:	Jessop Wing, STH NHS Foundation Trust

Because of the nature of the work of this post, it is being advertised under the genuine occupational requirement arrangements of the Sex Discrimination Act 1975, Section 7 (2)(e).

2. JOB PURPOSE

The post holder will provide an interpretation and advocacy service within Obstetrics, Gynaecology and Neonatology (OGN) for patients whose preferred language is Romani, ensuring that patients and their relatives are obtaining the help they need whilst under OGN care.

The post holder will respond to requests from Doctors, Midwives, Nurses, Support workers, and other professionals to facilitate them in assessing patients' health needs by interpreting spoken English into Romani and also independently and proactively review the support requirements of Romani speaking patients attending or admitted to the site during the shift. This may take place in clinic, on wards and in the community at community centres/patient's homes.

The post holder will convert one spoken language to another, listening to, understanding and memorising content in the original source language and then reproducing it in the target language. They will provide a highly professional service by using discretion and maintaining confidentiality on the matters being interpreted and will be providing and receiving complex and/or sensitive information in both English and Romani.

The post holder will participate in the delivery of individualised high quality health promotion, advice and parent education for women and their families, drawing on their specialist knowledge of the community's cultural needs.

The post holder will contribute to tasks which support the co-ordination, smooth running and evaluation of the Link Worker Service in the Trust, including contributing to cultural safety meetings, collecting data for audit or research purposes when required, and contributing to staff training on the subjects of link workers, interpreters and cultural awareness.

The post holder will be a link between families from the Roma community and STH NHS Foundation Trust and due to this visibility will demonstrate Trust PROUD behaviours and set appropriate expectations of the service at all times.

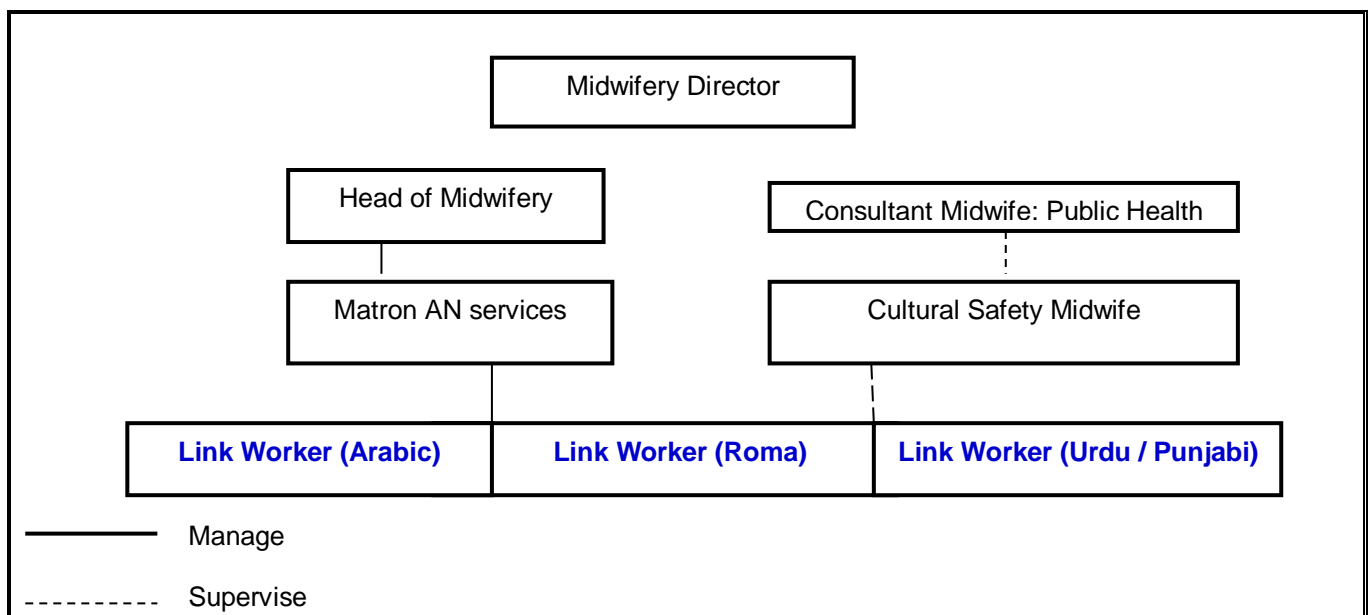
3. ROLE OF THE DEPARTMENT

Jessop Wing is a single site maternity unit and part of Sheffield Teaching Hospitals NHS Foundation Trust (STH). STH also delivers care across 3 other sites, The Royal Hallamshire Hospital, The Northern General Hospital and Weston Park. The maternity unit is located alongside the Royal Hallamshire Hospital and forms one care Directorate comprising Obstetrics, Gynaecology and Neonatology (OGN). The Jessop Wing provides care to the population of Sheffield and as a neonatal level 3 tertiary referral unit it also provides care for unwell women and/or babies from outside of Sheffield. The maternity services at STH cover all community and inpatient care for pregnant and postnatal women and comprises of:

- antenatal outpatients including day care and fetal medicine unit.
- an alongside midwife led unit with seven rooms including three birthing pools.
- an eight bedded consultant led obstetric unit,
- three obstetric theatres.
- a five bedded advanced obstetric care unit,
- two postnatal wards with a total of 50 beds including space for six transitional care babies.
- neonatal unit – tertiary referral level three neonatal unit with 45 cots.

Each year we care for and support around 6500 women and their families.

4. DEPARTMENTAL/DIRECTORATE ORGANISATIONAL CHART



5. MAIN DUTIES AND RESPONSIBILITIES

- 1) Act as an initial point of contact for professionals requiring Romani interpreting services, responding to requests for face to face and telephone interpretation as they arise, without direct supervision.
- 2) Attend clinics and wards to interpret for patients and staff, in both routine and emergency/unplanned situations.
- 3) Proactively and independently liaise with clinical staff on a daily basis to identify whether there are women with Romani language and cultural needs admitted to wards or attending outpatient appointments and arrange to visit as appropriate.
- 4) Assist in delivering high quality health promotion and parent education to Roma women and families, both on a one-to-one basis and in group settings, taking into account cultural and individual needs.
- 5) Facilitate the process of providing evidence based information about choices and services in OGN, and help to ensure the individual's right to make their own choices about maternity and health care is protected.
- 6) Act as an advocate for Roma women and families where necessary, speaking tactfully to staff on behalf of the patient to ensure their health and cultural needs are being met, working together to solve problems of communication breakdown, and facilitating patients to make complaints through Trust procedure if required.
- 7) Work without direct supervision following orientation to plan and prioritise own daily workload, with the responsibility to adjust the daily plan if and when competing or higher priority tasks arise.
- 8) Maintain accurate, contemporaneous and timely records in English, both written and electronic.
- 9) Undertake duties in a courteous, sympathetic and professional manner maintaining patient confidentiality at all times and contributing to a relaxed environment conducive to high service user satisfaction.
- 10) Collaborate with other link workers and public health midwives to create or translate educational and informational resources (e.g. leaflets and videos) for the benefit of service users.
- 11) Recognise and escalate issues that need midwifery, medical or managerial expertise that may be outside of the Link Worker role.
- 12) Identify and report to the Antenatal Matron or Deputy Matron any difficulties experienced in the provision of Link Worker Services.
- 13) Participate in collating information for audit or research purposes when requested to do so, in order to contribute to service improvement.
- 14) Use IT such as email, internet browser and Microsoft Word to create and distribute resources to service users and communicate with other staff members.

- 15) Assist in developing, establishing, maintaining and updating Link Worker Services within the directorate by contributing to staff training and multidisciplinary Cultural Safety meetings.
- 16) Take every reasonable opportunity to maintain and update personal knowledge, proficiency and skills to deliver all the aspects of role planning, through the annual appraisal process.
- 17) Be willing to update their approach to support as national requirements or client requirements alter.
- 18) Promote Trust PROUD behaviours at all times.
- 19) Ensure that no action or omission on your part is detrimental to the safety, well-being and interest of the women or their families.
- 20) Promote a safe working environment at all times, reporting untoward incidents in line with Trust Policy.

6. FINANCIAL MANGAMENT RESPONSIBILITIES

Adhere to Trust policies for handling, recording and safekeeping of family's cash/valuables.

7. ASSET MANAGEMENT RESPONSIBILITIES (i.e. stock, equipment, buildings)

Maintain stocks of resources which support duties and ensure any equipment required is in good working order and repair.

8. WORKING RELATIONSHIPS

Women and their families
Link Workers
Hospital Midwives, Community Midwives
Antenatal Services Matron and Deputy Matron
Student Midwives
Support workers & ancillary staff
Service managers
Admin & Clerical staff

External Agencies:
Sheffield City Council