## Healthwatch Newham | Your spotlight on health and social care services**A close-up of a logo AI-generated content may be incorrect.**

**Self Employed - Neonatal Lead**

**For Tower Hamlets, Waltham Forest, and Newham Maternity and Neonatal Voices Partnership (MNVP)**

|  |  |
| --- | --- |
| **Salary** | £15 per hour, with reimbursement of childcare and travel expenses (subject to policy) |
| **Contract** | Fixed-Term Contract Until March 2026 (subject to extension) |
| **Reports to** | MNVP Project Manager – Healthwatch Newham |
| **Hours per week** | 30 hours per week across three boroughs, Monday to Friday (flexible working hours) |
| **Location** | Home based, with meetings within Barts Health NHS Trust and frequent travel in community |

## Overview

Barts Health NHS Trust provides neonatal and maternity care for women and birthing people and their babies each year across Tower Hamlets, Newham, and Waltham Forest , providing all aspects of obstetrics and midwifery care in our labour ward, midwife-led birth centre and home birthing service.

TWN Maternity and Neonatal Voices Partnership (MNVP) listens to the experiences of women, birthing people and families, and brings together service users, staff and other stakeholders to plan, review and improve maternity and neonatal care. MNVPs ensure that service users’ voices are at the heart of decision-making in maternity and neonatal services by being embedded within the leadership of provider trusts and feeding into the Local Maternity and Neonatal System and Integrated Care Board. This influences improvements in the safety, quality, and experience of maternity and neonatal care. We work to ensure that every woman and birthing person on the maternity and neonatal pathway has a chance to have their voice heard. We do not speak for them.

We are recruiting a Neonatal Lead who brings the expertise of women/birthing people with lived experience of neonatal services at Barts Health NHS Trust into the heart of the development of every aspect of neonatal and maternity services at the trust.

The role of Neonatal Lead is key to providing inclusive and collaborative leadership and ways of working, ensuring that all women and birthing people and their families’ views are heard and acted on. This is an exciting opportunity to review, shape and improve services and make a real difference to women, birthing people and their families.

This is a paid, self-employed job requiring 30 hours a week (worked flexibly where possible). Working with the MNVP is an opportunity to become part of a vibrant team, improving care for our service users and enabling voices and engagement with our community.

## About the role:

We are looking for a TWN Maternity & Neonatal Voices Partnership (MNVP) Neonatal Lead who:

* Is passionate about helping to develop and improve the experience of neonatal (and maternity) services for babies and their families who require neonatal care.
* Is keen to engage families and seldom listened-to groups to inform neonatal and maternity service development.

Please note this role is for someone with lived experience and is not suitable for clinical staff (although they are welcome to join the MNVP in their professional role).

## Role Responsibilities:

### Job Description: MNVP Neonatal Lead

The role of the TWN MNVP Neonatal Lead is key to ensuring women and birthing people’s voices are heard and acted upon, bringing service users and their families’ voices to the centre of service development and improvement. Supported by the NEL Local Maternity & Neonatal System[[1]](#footnote-1) (LMNS), they work alongside the MNVP Maternity Lead and Barts Health NHS Trust maternity and neonatal teams to ensure service user voices shape maternity and neonatal care, using co-production methods and values. They will champion seldom listened-to voices and address inequalities across all work undertaken, playing an active role leading Tower Hamlets, Waltham Forest, and Newham (TNW) MNVP.

The role would suit someone who is passionate about developing neonatal and maternity care and engaging with families from across the diverse communities who access the neonatal unit. This role requires some flexibility in terms of time but we also recognise and work around, where possible, the other commitments you may have including other work and parenting. The LMNS is committed to supporting MNVP leads to be effective in their role, and will provide time, infrastructure and staff to help MNVP leads work within the system and support to ensure meaningful engagement with staff and service users.

### About the role:

**The MNVP Neonatal lead will:**

* Have a good knowledge of neonatal services, and may have experience of working with families such as a parent advocate, or neonatal peer supporter
* Lead work to develop and improve the experience of neonatal services for babies who require neonatal care and their families.
* Lead and co-chair the quarterly MNVP meetings (with the Maternity Lead)
* Attend local neonatal service user groups including parent support group and regular MNVP Coffee Mornings.
* Link to the London Neonatal Operational Delivery Network (ODN) Parent Advisory Group (PAG)
* Work with key stakeholders and partners such as staff from Barts Health NHS Trust, LMNS staff and local MNVP volunteers.
* Collect feedback in a variety of ways, including through activities such as ‘[Walk the Patch](https://nationalmaternityvoices.org.uk/toolkit-for-mvps/mvps-in-action/gathering-feedback/walk-the-patch/)’ and ‘[15 Steps](https://nationalmaternityvoices.org.uk/toolkit-for-mvps/mvps-in-action/gathering-feedback/15-steps-for-maternity/)’
* With trust and LMNS support, develop and lead on the implementation of a yearly workplan which looks to improve aspects of care as identified by service users and is co-produced with the trust and LMNS. This includes producing the action plan responding to the annual Care Quality Commission (CQC) survey of women’s feedback.
* Be an active member of trust strategic and governance meetings.

**The skills you need:**

We are looking for a MNVP Neonatal Lead who:

* Has lived experience of local neonatal services
* Is passionate about helping to develop and improve the experience of neonatal services for babies and their families
* Has a friendly and approachable manner
* Is able to lead collaboratively and work with other senior leaders
* Is empathetic, patient and calm in difficult situations
* Is able to work well within a diverse team and values difference
* Is able to act on their own initiative with trust / LMNS support
* Has excellent communication and interpersonal skills
* Has good attention to detail
* Is organised, willing, and able to work flexibly
* Is willing and able to attend all necessary training.

**Key responsibilities**

* Work closely with the MNVP Maternity Lead(s) and provide cross cover as required
* Provide critical friendship to the neonatal and maternity services
* Work in collaboration with neonatal and maternity staff including the matron, neonatologists, director and head of midwifery, consultant midwives, obstetricians and wider clinical team
* Be one of the main contacts for neonatal enquiries to the MNVP via email or social media
* Support with ideas for neonatal related content on the MNVP social media pages
* Share neonatal contacts relevant to the MNVP
* Help create and circulate neonatal and maternity surveys
* Work with neonatal unit leads on a regular basis
* Work with the wider [LMNS] MNVP leads and London MNVP community, and the LMNS.
* Work with London Neonatal ODN PAG, via the PAG Chair or Parent and Family Engagement Lead
* Represent the perspective and voices of neonatal and maternity service users in strategic and governance meetings.
* Work on key national policy requirements with trust and LMNS.

**Formal meetings**

The co-produced workplan will include a number of formal meetings, such as

* Organise and chair 4-6 MNVP meetings per year, with the Maternity Lead(s)
* Regular meeting with the other Neonatal and Maternity Lead(s) to discuss progress, issues and updates at least monthly.
* Arrange regular neonatal meetings with system and hospital staff
* Attend local neonatal parents meetings/support group.
* Organise and attend listening events within the neonatal unit and community, as agreed in the workplan
* Attend trust strategic/governance meetings, such as Family Integrated Care, Perinatal Board meetings and Safety Champion meetings, ensuring the service user voice is centred and confidentiality is maintained. Appropriate equipment, training and support will be provided by the trust.
* Attend meetings with MNVP Leads at an LMNS/Regional/National level.

Attendance and chairing can be shared between the Maternity and Neonatal Leads in many cases.

**Ensuring we hear the voice of service users and their families**

* Engage with neonatal service users and their families
* Deliberately seeking engagement with groups who are seldom listened-to and championing their views.
* Escalate any immediate safety concerns to matrons or Safety Champions

**Recruitment and support of service user volunteers**

* Support with the involvement and recruitment of service user representatives to the MNVP. This may include induction, working with the trust/LMNS/host organisation to facilitate access to training and any other ongoing support including succession planning to ensure the sustainability of the MNVP.
* Help to build the MNVP virtual network.

**Social Media**

* Share and contribute to the MNVP social media feeds (Facebook, Instagram and support group, where applicable).

**Governance, safety and safeguarding**

Work with the trust/ LMNS to:

* Ensure that the MNVP is compliant with local information governance, confidentiality and data sharing requirements
* Ensure the MNVP complies with local governance issues (public liability etc where appropriate)
* Ensure the MNVP complies with trust/LMNS safeguarding and safety policies.

**Additional**

* Administration, such as meeting notes, emails etc. Minutes and some aspects of administration will be provided.
* Responding to neonatal enquiries via email and social media

**System-wide engagement**

* Engaging with the LMNS, drawing on LMNS resources, support and stakeholder contacts to ensure the MNVP is able to function effectively
* Actively network with other MNVPs in our Local Maternity and Neonatal and across London to share learning and good practice.

**Training:**

Training will be provided on induction to the MNVP lead and further opportunities to attend relevant workshops, training and conferences may also be supported. The LMNS is available to MNVP leads to provide support and guidance.

**Risk awareness:**

Due to the nature of this role, there will be times when you will be exposed to distressing information relating to medical practice and personal experiences. Please consider how this may impact you before applying. This is especially the case for neonatal leads, and we are working to improve the way we recognise how much is needed to consider applying, and to improve the support provided.

As an MNVP we address health inequalities and poor practice which require challenging conversations and an excellent understanding of safeguarding and confidentiality, for which training will be provided.

Healthwatch Newham along with the Barts Health NHS Trust will facilitate wellbeing and psychological support for the MNVP leads as needed.

## Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
| Selection Criteria | Essential | Desirable | Means of Assessment |
| Lived Experience | Lived experience of using neonatal services at Barts Health NHS Trust (Royal London Hospital / Whipp Cross Hospital / Newham University Hospital) and/or LMNS | Lived experience within last ten years | Expression of interest |
| IT skills | Basic understanding of Microsoft Office  Understanding of, and competence in using social media | Experience in using Microsoft Teams | Expression of interest |
| Values/personal qualities | Kind, empathetic with excellent communication skills  Self-confidence  Passionate about improving services for babies and their families, particularly for those whose voices are seldom listened-to and are more likely to experience adverse outcomes. |  | Expression of interest and interview |
| Knowledge/experience | Has a good understanding of national and local neonatal issues | Is up to date with current NHS plans.  Has experience with patient/family advocacy | Expression of interest and interview |

## **How to Apply:**

To apply, please send a 500-word statement explaining why you are a good fit for the role to [**Sian.Avery@cbplus.org.uk**](mailto:Sian.Avery@cbplus.org.uk) . The deadline for applications is 8 March 2025. For any queries, please contact [**mnvptwn@healthwatchnewham.org.uk**](mailto:mnvptwn@healthwatchnewham.org.uk)

1. The Local Maternity and Neonatal System is a partnership between care providers, commissioners, service user representatives and other stakeholders including NHS England and public health representatives [↑](#footnote-ref-1)