



Job Description

Job Title	Maternal Wellbeing and Advocacy Caseworker (Doula)
Salary	£30,000 Pro rata equivalent
Responsible to	Elayos Operational Manager
Hours	4 days per week (30 hours) plus 'on call' periods
Contract	2 years fixed term (with potential to extend)

Closing date: 27/04/25

Interview date: 06/05/25

Job Summary

We are looking for a friendly and compassionate individual to join our team in Birmingham as we strengthen and expand the work of Elayos. The primary role is to provide the mother with emotional, physical, moral, and educational support. The successful candidate will train as a Doula (if not already trained) and will assist, support and work in collaboration with the Midwife and a wider multidisciplinary team (MDT) in order to provide a safe and holistic, trauma informed approach to person centred care.

Elayos Doulas do not advise, but take time to get to know their clients. They provide support to enable women to make informed decisions about their maternity care, filling a role that parents and families have always needed. The doula is there to listen, empower and not judge. Offering flexible, practical and emotional support in homes as well as in hospitals. There is a requirement to assist a caseload of clients, support different kinds of births and parenting choices and to have periods of being 'on call' for births.

This job description is designed to assist post holders with understanding what is expected of them in their role. Elayos may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

Elayos Vision & Values

Elayos exists to bring compassion, support and advocacy to vulnerable and isolated birthing people in Birmingham. As doulas, we come alongside, build relationships, listen and equip with the information needed to empower our clients to have a positive and informed pregnancy, birth and postnatal period.

Our staff and volunteers offer continuity of care as we assist with emotional, practical and physical needs. Elayos values the importance of trauma informed approaches and seeks to offer this to both staff and clients. Where appropriate, we signpost and collaborate with other organisations to ensure that the greatest range of support is given.

Working with us

At Elayos we are committed to promoting a positive working environment and recognise that balancing work and home life requires flexibility. We are continually striving to improve wellbeing opportunities for our staff and to build a diverse and inclusive team where our staff feel safe to be themselves. We believe this enables us to offer the best to our clients who need our support.

All employees receive:

- 30 days annual leave pro rata, plus bank holidays
- Enhanced sickpay/maternity/adoption/shared leave provision
- Investment in training and continued professional development
- Support with health and wellbeing, such as Menopause
- Opportunities for flexible working

Key Responsibilities

Professional attitudes and responsibilities

The right candidate must...

- Convey an approachable and professional manner to all mothers and their families and demonstrate an understanding of the importance of working in partnership with women, their families and other professionals.
- Demonstrate an awareness of discriminatory attitudes and challenge this behaviour to promote equality. This will include recognising how to support people regardless of their age, disability, gender reassignment, Marriage and civil partnership, race, religion or belief, Sex and Sexual orientation (Equality Act 2010)
- Manage own time and caseload effectively, whilst prioritising care needs for women and their babies.
- Understand the importance of maintaining professional boundaries for both the worker and the client.
- Communicate effectively and clarify understanding with women and their families in all settings. Candidates must be able to select appropriate methods to communicate when a disability, language barrier or complexity may exist.
- Understand the Doula's scope of practice and the importance of the role within the MDT to inform care planning in line with national and local guidance to avoid harm and working within limits of own competence and authority.

Care of the Mother

The right candidate must...

- Provide practical, emotional and educational support and transition to parenthood for new mothers/parents when caring for their newborn, whilst promoting safety, bonding and teaching parenting skills in both the hospital and home settings.
- Attend antenatal visits to build rapport, support and listen to the mothers concerns and questions in a kind and non-judgemental way, helping her to establish her birth preferences and make informed decisions. .
- Transport and accompany clients to healthcare appointments where relevant to ease the financial, physical and emotional strain of appointments and advocate for them whilst maintaining a good professional relationship across MDT's.
- Utilise the Elayos baby bank facilities as a means of further supporting clients practical needs.
- Provide first and second 'on call' support within the Doula team for labour and birth.
- Provide practical, emotional and educational support to the mother after childbirth, for example, tidying, light housework, running errands, assisting with breastfeeding, caring for the newborn and meal preparation.
- Keep up to date on childbirth support, birthing techniques, and pre and postnatal care by conducting research, network with other Doulas and mothers, and attend workshops and training sessions as necessary

Care of newborn and infant feeding

The right candidate must...

- Observe the overall wellbeing of the newborn and escalate any concerns to relevant MDT in a timely manner.
- Provide practical support and transition to parenthood for new parents when caring for their newborn, whilst promoting safety, bonding and teaching parenting skills in both the hospital and home settings.
- Attend professional meetings as required e.g Child in Need, Safeguarding
- Have a good understanding and knowledge of breastfeeding and bottle feeding, and be able to identify and support women to overcome common feeding challenges, making appropriate referrals when necessary.
- Have an understanding of milk expression and safe storage of breast and formula milk.
- Understand the importance of secure mother-infant attachment, the impact this has on health and emotional wellbeing and what can be done to promote this, such as skin to skin contact.
- Maintain a contemporary knowledge base about local and national antenatal and newborn screening services and signpost women and their families to appropriately qualified practitioners if they are undecided or have concerns.

Safeguarding

The right candidate must...

- Have an understanding of the importance of Safeguarding vulnerable adults and children.
- Ensure that knowledge of local safeguarding policy and procedure is maintained.
- To be vigilant of Child Protection issues and refer issues of concern in a timely manner following the Elayos safeguarding procedure.

Support Wellbeing

The right candidate must...

- Recognise and support women in health promotion activities including diet, food hygiene, exercise, personal hygiene and smoking cessation.
- Recognise any deterioration in mental and emotional wellbeing and respond appropriately, escalating to relevant professionals to enable an appropriate care pathway.
- Have an awareness of and understand the current policy and service frameworks for mental health (e.g. Capacity Act, Deprivation of Liberty Safeguards and Mental Health Act).
- Be aware of perinatal mental health issues and the appropriate referral pathway and to escalate to multi-disciplinary teams and concerns noted within home or hospital settings.

Person Specification

Training, Qualifications and Professional registrations

- Completed or pending Doula UK or European Doula network approved training or alternative pathway modules for experienced doulas and birth workers.
- **We are able to offer Doula training for candidates who meet essential criteria but have not yet completed Doula training.**

Essential

- Previous experience working with vulnerable families
- Previous experience of working with external Multidisciplinary Team such as the NHS, social services and other charitable organisations
- Ability to be on-call for birth support, including some weekends and bank holidays
- Hold a valid driving licence
- An enhanced DBS check is required for this role
- Understanding of Safeguarding issues
- The ability to remain calm, multitask and provide emotional support

- Approachable manner and exceptional interpersonal skills
- Effective IT skills and ability to use databases for record keeping and team work
- Ability to prioritise workload and work without direct supervision
- Understanding of the importance of maintaining professional boundaries
- Able to identify when to escalate issues/concerns
- Knowledge and understanding of data protection confidentiality
- Adaptable and flexible approach to work
- Positive attitude to training and development

Desirable

- Awareness of Health and Safety issues
- Has knowledge of Infant Feeding and Unicef UK Breastfeeding Initiative
- Effective written and verbal communication skills