MATERNITY UNIT VOLUNTEERS

Role – Maternity Unit Volunteer
Base - Bradford Teaching Hospitals NHS Foundation Trust (Bradford Royal Infirmary)

CLOSING DATE FOR APPLICATIONS: 22 JUNE 2016

The arrival of a new baby can be an exciting time for parents but Mum’s often experience tiredness and may need extra support and reassurance during their stay in hospital immediately after the birth. Staff in the unit are always on hand to give advice and support but volunteers can give that precious gift of time to lend a helping hand, offering extra support.

Maternity Volunteers will be required to help by:

- Welcoming patients to the ward and direct/escort to the appropriate bed
- Helping to orientate patients to the ward, helping them unpack belongs, talking to them and helping them settle in etc.
- Welcoming visitors to the ward and directing them as necessary, ensuring security policy is adhered to at all times. Referring all out-of-official visiting hours visitors to ward staff
- Answering the security intercom if needed
- Answering the telephone, in the absence of staff, taking name and number only and passing message on to the relevant person, as soon as possible
- Answering the call bell and referring to a member of staff where appropriate
- Making refreshments for patients as requested
- Escorting appropriate and mobile patients to other departments for investigations such as scans and X-rays
- Escorting mothers and babies to their transport at the front entrance (parents are responsible for securing the baby into the car seat)
- Following the necessary training, assisting with feeding babies where the baby is well and would otherwise be fed by the mother (upon request from staff)
- Undertaking housekeeping duties such as tidying magazines and leaflets, keeping family room and quiet rooms tidy
- Assisting with making up beds with clean linen (volunteers are not allowed to strip dirty beds or dispose of dirty linen)
- Making up leaflet packs when shortages occur (this must be on an ‘ad hoc’ basis only and should not form the main body of the role)
- Running general errands such as taking items to the porters’ lodge or other departments
- Assisting women at meal times to collect food and with the clearing of trays etc.
- Assisting patients to complete menus
- Assisting patients to complete feedback questionnaires (upon request from staff)
- Feeding back to staff any concerns or difficulties patients report

Maternity Volunteers will NOT be required to:

- Provide advice on treatment/care arrangements;
- Counsel patients;
- Move and handle patients
- Perform personal hygiene cares for patients
- Perform any other activity that does not fall within the remit of this role
- Undertake duties normally performed by staff
**Additional Information**
Maternity volunteers must be able to commit to a **minimum of six months consecutive volunteering**, attending once each week.
All volunteers are entitled to claim out of pocket expenses for travel and will receive a discount in the staff canteen. Free parking permits are also provided, if required.
Most wards are open 24 hours each day. Shift times vary from ward to ward and will depend on the usual routine, working around meal times and doctors rounds etc. Most wards however, offer the following shift times, **including weekdays and weekends**:

**Ward M3** 10am – 1pm, 2.30pm – 5.30pm or 5.30pm – 8pm  
**Ward M4** 9am - 1pm, 2.30pm – 5.30pm or 5.30pm – 8pm

**Maternity Volunteer personal attributes**

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be able to volunteer on a weekly basis for a minimum period of six months</td>
<td></td>
</tr>
<tr>
<td>Has a genuine interest in contributing to improving the experience of patients on the wards</td>
<td>Experience of working or volunteering in a hospital or other care setting</td>
</tr>
<tr>
<td>Caring, Compassionate and Considerate to patients’ circumstances</td>
<td></td>
</tr>
<tr>
<td>Good listening, communication and interpersonal skills</td>
<td>Able to communicate with people of diverse backgrounds / ethnic minority groups</td>
</tr>
<tr>
<td>Good basic understanding of written and spoken English</td>
<td>Diverse language skills</td>
</tr>
<tr>
<td>A good understanding of confidentiality, privacy, dignity and respect</td>
<td></td>
</tr>
<tr>
<td>Sensitive to all cultures and backgrounds</td>
<td></td>
</tr>
<tr>
<td>Willing to work with adults and new born babies and family members</td>
<td>Experience of caring for babies</td>
</tr>
<tr>
<td>Be able to stand for quite a while and walk short distances</td>
<td></td>
</tr>
<tr>
<td>Able to work on own initiative</td>
<td></td>
</tr>
<tr>
<td>Able to work within a team</td>
<td></td>
</tr>
</tbody>
</table>

**Volunteer Recruitment Process**
- Applicants are shortlisted from the application forms
- If successful, applicants will then be invited to a group interview
- If applicants are successfully shortlisted from the group interviews, they would then be required to attend a final assessment/induction

**Indication of Interest**
If you would like to apply for this role, please download the application form, which should be completed and returned to Volunteer-information@bthft.nhs.uk
Or, if you would like to discuss it further, please contact Voluntary Services Department on 01274 364309 or 01274 382860.