

Volunteer Role Description

Post Title:	Antenatal Volunteer
Reporting to:	Star Midwife
Department:	Antenatal Clinic
Base:	Liverpool Women's Hospital, Crown Street
Times:	Monday to Thursday 9.00am to 5pm

The hospital offers a comprehensive range of specialist antenatal services and clinics. The team is multidisciplinary and combines leading consultants, specialist midwives & nurses and other clinicians, such as ultrasonographers.

Role Purpose:

- Always report to the Clinic Manager or Shift Leader at the beginning and end of each shift.
- Greet/welcome patients and families as they enter the waiting room.
- Provide support and company to women who attend alone, women/families whose first language may not be English, women with children etc.
- Ensure patients hand in their 'blue notes' to clinic staff.
- Offer to watch over children whilst mothers are being seen.
- Liaise with clinic staff to keep patients informed of their place in the queue.
- Make clinic staff aware if a patient leaves the waiting area to go the toilet, shop etc.
- Make clinic staff aware if the patient has any questions or concerns.
- Ensure that there are enough chairs available for patients to use.
- Get drinks of water for patients and families.
- Keep waiting areas tidy e.g. magazines, sterilise toys etc.
- Ensure the waiting rooms are at a comfortable room temperature by turning on/off fans and opening/closing the window in area 3.
- Keep leaflet racks tidy and stocked up.
- Keep the waiting room duty board up to date.
- Compile Patient information packs.

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- Keep notice boards tidy and up to date.
- Help clinic staff to keep storerooms tidy.
- Help clinic staff prepare the beds and rooms for patients.
- Photocopying.
- Other clerical duties as required.
- Run errands for staff and patients.
- Encourage and help patients to fill in Exit Cards.

- **Excluded task**

- **Lifting patients, even when a member of staff is assisting**
- **Give drinks/food to patients unless authorised by a member of the clinical staff team**
- **Give clinical information to a patient, relative or visitor**
- **Escort patients off the wards without authorisation from a member of the clinical staff team**
- **Take part in the clinical care of a patient e.g. assist a patient who is vomiting**
- **Touch or move equipment e.g. drip stands, monitors etc. unless authorised to do so by a senior member of staff**
- **personal care e.g. bathing, toileting**
- **escort patients to the smoking shelter on site, or take them off site to smoke tobacco**
- **Clean up or handle items soiled with bodily fluids or excrement**
- **Chaperone patients**
- **Volunteers should not be involved in patients personal care e.g. bathing, toileting**

Health & Safety Policy

The Trust has a Health & Safety Policy that it actively promotes. Some of the issues that you need to be aware of whilst working at the Hospital are:

- Lifting of patients should only be carried out by the clinical staff who have been trained in the proper procedures to follow.
- Do not allow visitors onto the wards unless authorised by the ward staff.

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- Do not attempt to clean up vomit, blood, urine etc. Inform a member of staff.
- In the unlikely event that a patient becomes aggressive or violent inform a member of staff immediately and let them deal with it.
- Babies must only be taken off the wards if accompanied by a member of staff. Inform a member of staff immediately if this does not happen

Important note for volunteers

If you're asked to do a task that is not included on the task list, and you feel that it is not appropriate for you to do, please speak to the Clinic Manager, Matron, or Volunteer Services Manager – Tel: 0151 702 4368

Values Based Behaviours:

<p>Care: we show we care about people</p>	<p>Listens and acts to the concerns of others to bring about improvements for people (patients and staff).</p> <p>Shows empathy to others and a caring attitude to people (staff, patients and the public)</p>
<p>Ambition: we want the best for people</p>	<p>Motivates and coaches' others to support them to develop their own capabilities and skills.</p> <p>Links individual development needs with service goals.</p> <p>Has the resilience to keep going in adversity and shows a can do attitude to deliver improvements for others.</p> <p>Strives to ensure the role or service they deliver is the best</p>
<p>Respect: we value the differences and talents of people</p>	<p>Notice the suggestions of others even if you may not agree.</p> <p>Provide constructive feedback.</p> <p>Show appropriate professional standards at all times.</p> <p>Concentrates on what is right rather than who is right.</p>
<p>Engage: we involve people in how we do things</p>	<p>Seeks feedback and input into decision making and service improvement for all people involved (patients, staff and the public).</p> <p>Actively takes others views into account.</p> <p>Shows a positive outlook to delivering the best service possible and leads others by example.</p>
<p>Learn: we learn from people, past, present and future</p>	<p>Checks outcomes against plan.</p> <p>Uses evidence and experience of others to inform improvements to services for patients and staff</p> <p>Values, generates and uses evidence to lead future improvements</p>