

Volunteer Role Description

Post Title: Maternity Base Bay Volunteer

Accountable To: Maternity Base Ward Manager/Voluntary Services Manager

Reporting to: Midwife in charge of bay/rooms

Department: Maternity Base

Base: Liverpool Women's Hospital

Information about the ward:

Maternity Base provides care for antenatal women who have been diagnosed with a high-risk medical condition that needs treatment or monitoring as an inpatient. Mat Base also provides inpatient care for women recovering from high-risk medical conditions they have had during pregnancy, and for women recovering from a difficult labour or delivery. The ward also provides transitional care for babies that need a higher level of care than usual, but who do not need admitting to the Neonatal Unit. There are approximately 80 beds.

Role Purpose:

The role will support the obstetrics multi-disciplinary team to help provide better care to women by alleviating certain tasks, allowing staff to dedicate more time to clinical duties and training, thus improving and reinforcing the current workforce. It provides the volunteer with an opportunity to learn about the different roles that multi-disciplinary team play within an obstetrics inpatient environment whilst gaining valuable training, insight and experience for potential career development if desired.

Ultimately the role focuses on enhancing our patient, visitor and staff experience, and to provide our volunteers with an enjoyable, rewarding and worthwhile experience. The staff on Maternity Base welcome volunteers from all walks of life, experience and backgrounds and value the contribution they make to the care of our women and babies.

Criteria/skills and experience:

- Friendly, approachable, and good communication skills
- Honesty and integrity
- Have empathy, and be patient and calm in difficult situations should they arise
- Be proactive, respectful, and attentive to patient and visitor needs
- Ability to work well within a diverse team
- Can follow instructions, complete training, and local induction
- Are available to volunteer for around four hours per week, for specific shift times, and for a minimum of six months

Key tasks:

- *Always report to Midwife in charge of the bay you've been assigned too.*
- *Introduce yourself to the patients in your bay and explain what your role is and how you can help them. Check with the clinical staff for patients who are not to be disturbed.*
- *Spending time chatting to patients – huge benefit of feeling valued and listened to*
- *Making midwives and other staff aware of any patient concerns*
- *Assisting staff in preparing rooms and bed areas for new patients, and supporting staff during the admittance procedure*
- *Assisting in transferring women from delivery suite to Maternity Base*
- *Supporting recovering mothers who may have difficulties lifting and holding their babies*
- *Supporting mothers who are having 'skin to skin' contact with their babies*
- *Watching over babies if requested by patients whilst they register the birth, take showers, go for a walk etc.*
- *Giving out feeding bottles*
- *Helping distribute the meals to patients at mealtimes.*
- *Helping the ward Hostess give out jugs of water, and collect them in. N.B. It is the ward Hostesses role, to sanitise the water jugs. However, you can reuse and refill the jugs for the same patient*
- *Running errands for patients and staff*
- *Ensuring patients are aware of the system for registering births in the hospital*
- *Escorting patients to other departments/clinics in the hospital e.g. Registrars Office, Neonatal, Scan, NIPE Clinic etc.*
- *Keeping bed areas tidy*
- *Collecting items from other departments e.g. baby warmers from delivery suite*
- *Making tea and toast for patients when directed by ward staff*
- *Supporting high staff pressures areas i.e. chasing discharge summaries, medication errands, gathering patient feedback, patient info leaflets and signposting, welcome to ward, and transport arrangements*
- *Helping carry the belongings of discharged patients*
- *Helping ward staff deal with visitors during visiting times*
- *When directed by ward staff escort patients to showers, carry their towel, soap bag etc.*
- *Keeping disposable glove, apron and hibiscrub dispensers stocked up*
- *Any other duties that the ward staff feel are supportive to the patients*
- *Experienced volunteers could be asked to demonstrate the role to volunteers new to the service.*

The best people, giving the safest care, providing outstanding experiences

Excluded tasks

- **Lifting patients, even with a member of staff 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**
- **Clean or handle any items soiled with bodily fluids or excrement**
- **Chaperone patients**
- **Volunteers should not be involved in patients personal care e.g. bathing (including bathing babies), toileting**

Health & Safety Policy

The Trust has a Health & Safety Policy that it actively promotes. There are some issues that you need to be aware of whilst working at the Hospital. In the unlikely event that a patient becomes aggressive or violent, inform a member of staff immediately and let them deal with it.

Important note for volunteers

If you are asked to do a task that is not included in the Task Outline and you feel the task is not appropriate for you to do, please speak to the Ward Manager, Matron or the Volunteer Services Team.

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 time.</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>

Mandatory Statements:

1. This post is subject to a standards DBS check.
2. Liverpool Women's NHS Foundation Trust is committed to achieving equal opportunities in employment and has an Equality and Diversity Policy. You are expected to observe this policy in your behaviour towards: patients, work colleagues and the public.
3. Liverpool Women's NHS Foundation Trust has a responsibility and is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Every volunteer of the Trust has a responsibility and is duty bound always to act in the best interest of a child or adult about whom we may have concerns.
4. In the course of your duties you may acquire or have access to confidential information which must not be disclosed to any other person unless in the pursuit of your duties or with specific permission given on behalf of the Trust.
5. You must ensure that you handle personal information in accordance with the requirements of the Data Protection Act 1998.
6. You must make yourselves aware of the responsibilities placed on you by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other volunteers, members of staff and visitors. You will have at all times a duty to conduct yourself and to undertake your work, in a safe manner, so not to endanger yourself and others around you. The degree of such responsibilities carried out by a particular individual will depend on the nature and extent of your volunteering.
7. Should you feel concerned over any safety aspect of your volunteering, it should be brought to the attention of your manager/supervisor, Health and Safety Manager. You must adhere to the health and safety rules and procedures of the Trust to ensure that the Trust meets its statutory requirements. Volunteers have a duty to use safety devices and safety equipment provided.
8. You must ensure that you adhere to the Trust Infection Control policies and procedures at all times. You have a duty of care under the Health Care Act to prevent the spread of infection.
9. Within the NHS, good patient care is reliant on the availability of complete, accurate, relevant and timely data. The quality of information will limit the

capability to make operational decisions about the way care is planned, managed and undertaken. Poor information quality leads to poor decision making and may put service users at risk. High quality information means better, safer patient care. Where you are required to record data on any system, regardless of the type of media, you must ensure that it is up to date, accurate, complete and timely. Ensure that you feel sufficiently knowledgeable about the system you are asked to use and what is required of you in order to fulfil your task accurately. Where an error is created or discovered by yourself on any system which you cannot rectify, you must contact the relevant helpdesk / system owner or your Line manager. Please read the Data Quality Policy located on the Intranet and ensure you understand your responsibilities.

10. You must comply with all Trust policies and procedures and attend all necessary mandatory training.
11. This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Your role description will be subject to regular review by your Line Manager.
12. The Trust is a Health Promoting Hospital. Making Every Contact Count (MECC) is an approach to behaviour change that utilises the millions of day to day interactions that organisations and individuals have with other people to support them in making positive changes to their physical and mental health and wellbeing. The Trust expects that when you are presented with opportunities to improve the lifestyle of our patients you seek help from appropriately trained clinical staff to ensure patients are supported and assisted in making the necessary lifestyle changes

Person Specification

	Essential	Desirable	Method Of Assessment
Skills, Knowledge & Aptitudes	Motivation, care, attention to detail, organisation	Basic IT skills, desire to enroll in STP	Application and informal chat
Qualifications & Learning	None	Science Degree, familiar with reproductive science	Application
Experience	None	Administrative, science laboratory	Application