



Role: Postnatal Support Volunteer

Purpose:

As a volunteer you will support a busy postnatal department at West Middlesex University Hospital. You will support new parents and their little ones as well as our staff team. This is a diverse role and would be suitable for anyone who is interested in variety and face-to-face support.

Duties (what you will be doing):

- Supporting new parents on the postnatal ward – this could be a variety of things from fetching them a drink through to reporting any concerns or issues to a midwife
- Escort mums to and from other appointments and scans in the hospital (you would not be expected to escort any bed-ridden mums)
- Answer buzzers which mums use to call for attention – escalate any more complex issues to the midwife team
- Replenish paperwork
- Help mums complete patient surveys
- Sit the baby while mum has to attend an appointment/use the toilet/wash (this will always be under the guidance of the midwife team, and only if you are comfortable)
- Help with changing nappies and other run-of-the-mill baby care (this will always be under the guidance of the midwife team, and only if you are comfortable)
- Generally creating a warm, welcoming and supportive atmosphere
- Orientation to the ward.

Boundaries (what you won't be doing):

- No clinical care of mums (e.g. no taking out of cannulas or catheters)
- No giving clinical advice
- No parenting
- No infant feeding (unless you participate in the two day infant feeding course offered by the Trust) – this also includes infant milk formula
- No personal care (e.g. toileting or getting mums changed)
- No cleaning
- No lifting of heavy equipment
- No changing of beds

Time commitment:

- Volunteering shifts are available and day of the week between 9 am and 8 pm



- You are expected to commit to one shift of at least a 3 to 4 hours per week for a period of at least six months

Location:

West Middlesex University Hospital, Twickenham Road, Isleworth, Middlesex TW7 6AF

Requirements of the role:

Age: You must be 18 years or older to volunteer in this role.

Sex: This role is open to males and females. But please bear in mind that women on the ward may not be fully dressed and we therefore demand the highest levels of respect and sensitivity from our volunteers.

Accessibility: This role is not wheelchair-accessible. If you have other mobility issues please discuss them with us and we will do our best to enable your participation.

As a volunteer you will embody the Trust's values:

- Putting mums first
- Responsive to, and supportive of, mums and staff
- Open, welcoming and honest
- Unfailingly kind, treating everyone with respect, compassion and dignity
- Determined to develop our skills and continuously improve the quality of care.

Skills and other requirements:

- You must be self-motivated; with an ability to think on your feet and work independently
- You must be punctual and dependable
- You must have a professional and friendly demeanour
- You must be flexible and eager to learn.

Pre-placement checks and training:

- You must have an enhanced criminal record check (DBS) for this role. If you do not have one already then we can organise and pay for one
- This role requires that you have certain immunisations and you will need to complete a health declaration form – we will discuss this with you when you apply
- You will receive a core volunteering induction
- You will also receive a local induction and orientation. This will include any training that is relevant to perform your tasks on the specific ward



- Volunteers will also have an opportunity to participate in an infant feeding course. This is a 2 day course accredited by UNICEF's Baby Friendly Initiative. You will receive a certificate on completion of this course. Note: participation in this course is a requirement for all volunteers wishing to support infant feeding.

Supervisors:

Champion:

Personal development:

You will gain experience of working in a busy hospital environment and frontline patient care. Your support will make a real difference to our mums. You will develop communication and team-working skills. You will also have the opportunity to receive accredited training and also comprehensive pre-placement training.