



## Antenatal Clinic Volunteer Role Description

<b>Volunteer role:</b>	<b>Antenatal Clinic 'Friends and Family Volunteer</b>
<b>Based at:</b>	Reception area of the Antenatal Clinic Department Homerton University Hospital
<b>Days/times:</b>	8.30am-12.30pm; 12.30-4.30pm Monday to Friday
<b>Volunteer Supervisor:</b>	<b>Nana Aygen-Frempong - ANC Team Leader</b>
<b>Main purpose:</b>	To assist in the smooth running of the Antenatal Department, while gathering client and service user's feedback using an electronic survey

### Background

The Antenatal Clinic Department is a busiest areas in the hospital providing care for high risk and out of area clients.

Gathering client and service user feedback is a top priority for the Homerton. We were the first hospital in the UK to use a hand-held survey device to get almost instant information about a client's experience in a particular ward or department. We continue to use an electronic device to gather information and get comments on patient and service user care.

We are looking for volunteers who are able to help carry out our surveys. If you are confident, friendly and outgoing or wish to improve your confidence this is the role for you! By volunteering in this role, you will help us find out the views and opinions of people using the hospital services - what we are doing well and what, and how, we could do better.

Front Desk Friends and Family Questionnaire Survey Volunteer will work closely with the Team Leaders, Administration Team, Maternity Support Workers, Midwives, Obstetric Team and other Professionals within Antenatal Clinic to ensure clients waiting in reception have the opportunity to give feedback and escalated if help is needed.

With so many childbearing women and their families attending the Department each day at different stages of their pregnancy, it is essential that volunteers have calm and friendly manner at all times and take a proactive, problem solving approach to the role.

## **Duties**

1. Welcoming clients into the Antenatal Department and directing people to the female toilet area or observation room.
2. Answering client's queries wherever possible and asking a member of the Antenatal Team to assist.
3. To approach clients or service users in a particular area asking them to take part by completing the survey
4. Collecting clients' notes or referral letters as required.
5. Refilling information racks and helping to keep the reception area tidy.
6. Asking patients to give feedback on their experience of Antenatal care by completing an electronic hand-held or standing survey device.
7. To ask a clients or service user a series of agreed survey questions, recording their responses as agreed with the Volunteer Supervisor
8. To feedback to the Volunteer Supervisor any areas of concerns with using the devices

## **Person Specification**

### **Antenatal Clinic 'Friends and Family Volunteer**

#### **Essential**

- Aged 18 or over
- Able to commit reliably to at least a morning or afternoon clinic session per day for a minimum of six to twelve months
- Well presented, with a friendly and approachable manner and good verbal communication and listening skills
- An ability to relate well to people on a one to one basis and be sympathetic to others' situations
- Basic IT literacy
- An ability to act on own initiative within the role description
- A willingness to be flexible and to follow the guidance of a Volunteer Supervisor
- A commitment to the trust's equal opportunities and diversity policies
- Volunteers must adhere to the Homerton's volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
- To be willing to receive training in customer care, communication skills and any other areas as appropriate to the volunteer role
- A commitment to improve the client's experience of their Antenatal care
- Reasonably fit and active as the job entails standing or walking for up to 4 hours at a time

- An ability to learn the lay-out of the hospital well
- An ability to be patient and calm even in the face of difficult situations

### **General information**

- Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.
- Volunteers must not undertake any manual handling tasks.
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on any midwifery client's care, treatment or assist with anything of a clinical nature.
- Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss clients' affairs with any person other than the relevant staff. If a client discloses information relevant to their condition, the volunteer should direct the client to speak to the Coordinating Midwife in Charge immediately.
- Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by hospital employees.