Volunteer Role Description

Volunteer role:	**Neonatal Unit Volunteer**
Based at:	Neonatal Unit, Homerton University Hospital Homerton Row, London, E9 6SR
Days/times:	9am-12pm, 12pm- 3pm (Monday to Friday)
Volunteer Supervisor:	Adewumi Adeyemi - Admin Coordinator
Main purpose:	To welcome parents to the Neonatal Unit and to direct them as appropriate.

Background

Homerton has a Neonatal Unit, which looks after babies born prematurely (from 23 weeks), and any other babies (up to 28 days old) already admitted to hospital and in need of specialist medical intervention. The aim is to create a safe, family-centered environment that promotes bonding between babies and their families.

This volunteer role will ensure all parents and visitors are welcomed into the Unit, informed about the facilities available and signposted to the right room.

As parents are often visiting in very stressful circumstances, it is essential that volunteers have a calm and friendly manner at all times.

Duties

1. Welcoming all parents and visitors as they enter the Neonatal Unit and signposting them to the correct room as required.

2. Ensuring parents understand the layout of the Unit and the facilities available, including the Parent's Room, drinks facilities, toilets etc.

3. Reminding visitors about the importance of Hand Hygiene.

4. Putting together welcome packs and ensuring all new visitors have received one.

5. Refilling information racks.

6. Helping parents waiting to see their baby as required, e.g. making drinks, answering queries or finding a nurse who can help.

7. Helping to keep the Parent's Room tidy at all times.

8. Chatting to patients if they would like company.

9. Assisting the ward clerks with updating signage, photocopying, laminating, filing and mailings.

10. Encouraging parents and visitors to give feedback on their experience of the Unit by completing a hand-held survey device.

11. Directing parents to other parts of the hospital (e.g. to X-ray Department, Starlight Outpatients.

12. Assist with setting up for the parents support group on Mondays.

Person Specification
Neonatal Unit Volunteer

Essential

o Aged 18 or over

o Able to commit reliably to at least 3 hours a week for a minimum of six months

o A commitment to improve people's experience of their time in hospital

o Well presented, with a friendly and approachable manner and good verbal communication skills

o An ability to relate well to people on a one to one basis and be sympathetic to others' situations

o An ability to be patient and calm even in the face of difficult situations

o An ability to act on own initiative within the role description

o A willingness to be flexible and to follow the guidance of a Volunteer Supervisor

o A commitment to the trust's equal opportunities and diversity policies

o A willingness to abide by the Homerton's volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling

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o To be willing to receive training in customer care, communication skills and any other areas as appropriate to the volunteer role

General information

o Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.

o Volunteers must not undertake any manual handling tasks.

o Volunteers can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.

o Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff. If a patient discloses information relevant to their condition, the volunteer should direct the patient to speak to the Nurse in Charge.

o Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by hospital employees.