

Volunteer Role Profile

Volunteer Role	Maternity Ward Support Volunteer (M4)
Volunteer Manager	Volunteer Coordinator
Where you will be based	Hospital

Why we want you

As a Maternity Ward Support Volunteer at Bradford Teaching Hospitals you will provide our patients, relatives and visitors with a warm welcome to the ward. You will chat to patients and families helping them feel at ease, whilst referring any concerns to the appropriate member of staff.

You will also have the opportunity to support at mealtimes with refreshments and trays, clearing away where required.

You may also support staff by responding to any patient call bells and refer to an appropriate member of staff.

This is a fantastic opportunity to make a real difference the experience of those patients and families in a busy ward environment.

What you will be doing

- Support patients, their relatives and visitors, ensuring there is a warm and welcoming environment on the ward
- Chatting to patients and their families
- Support staff to ensure ward areas are kept clean and tidy
- Support with meal times and refreshments where required, helping to clear tables
- Respond to any call bells and refer to the appropriate member of staff
- Assist with admin tasks such as updating of noticeboards, patient packs and any information which needs replenishing
- Support staff with setting up rooms and bed areas
- Answer the door intercom and help with visitors on to the ward during visiting times - following policy guidelines
- Help escort patients and families round the hospital as appropriate - chapel, canteen, etc
- Help support staff with patients in the induction suite, helping get towels, nighties, etc
- Support patients with the completion of the friends and family questionnaire

The skills you need

- Punctual and reliable

- Good communication skills
- Well presented, with a friendly and approachable manner
- Willingness to help and support staff and patients
- Relate to people in a polite, friendly, and courteous manner
- Ability to be calm in the face of difficult situations
- Ability to respect confidentiality
- Ability to manage own time effectively
- Ability to act on own initiative within the role description
- Willingness to be flexible and to follow the guidance of the Supervisor
- Able to demonstrate empathy and compassion
- To use Assemble, the Volunteer Management Database
- Compliance with the Trusts Volunteer Policy and the Volunteer Handbook
- A commitment to uphold the Trusts Values
- Willing to receive any training required for the volunteer role

What's in it for you

- All training is provided by Bradford Teaching Hospitals NHS Foundation Trust
- The opportunity to gain the National Volunteer Certificate
- Excellent Volunteer support
- Out of pocket expenses paid
- NHS ID provided
- Gain new skills and experiences
- Blue light card

Disclaimer

Volunteers CANNOT be involved in any of the following:

- Clinical or medical treatments of any kind
- Psychological interventions
- Clinical advice
- Moving or handling of patients (without necessary training)
- Personal care activities including toileting and bathing
- Escorting patients off hospital premises
- Lifting or handling of heavy equipment
- Undertake any role outside of their volunteer role without checking first with their volunteer coordinator

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 or carer discloses information relevant to their condition, the volunteer should direct the patient or carer to speak to the supervisor in charge.



Please note: The work of volunteers will complement and not supplement that of paid employees of the Trust.