

VOLUNTEER ROLE DESCRIPTION

PLACEMENT: FREYA WARD (Antenatal and Postnatal)

REPORTS TO : Lead Midwife
ADDITIONAL SUPPORT: Volunteer Services Co-ordinator

HOURS: Days/times to be agreed with individual volunteers
Volunteers required Monday – Sunday, afternoon/evening

ROLE OUTLINE:

1. Liaise with nurse in charge regarding appropriate access to patients prior to any activity
2. Answer the telephone, ensuring messages are referred as necessary
3. Book antenatal classes and ward tours in designated team book
4. Take calls from community midwives and complete the discharge file
5. Answer the door and direct visitors within visiting times
6. Talk to the ladies
7. Offer drinks
8. Refill water jugs
9. Photocopy and prepare booking notes
10. Collect and deliver to other areas of the hospital

EXPECTATIONS AND RESPONSIBILITIES:

- 1 Work with sensitivity and an understanding of the issues facing those working to deliver health care within the Trust
- 2 Display a helpful and friendly approach to patients, visitors, staff and colleagues
- 3 Be conversant and comply at all times with the content of the Volunteer Services Policy
- 4 Be aware of and adhere to all Trust policies and protocols highlighted by the Ward/Department Manager as relevant to the volunteer placement

- 5 In the event of accidents, emergencies or untoward occurrences, respond as directed by the Ward/Department lead
- 6 Recognise the importance of boundaries and when help should be sought
- 7 Attend training and department updates as required

AGREEMENT

I have read and understood the Volunteer Services Policy. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.

If you have any queries or concerns please contact the Volunteer Services Coordinator prior to signing this role description.

Name:.....

Signature:..... Date:.....

**VOLUNTEER PERSON SPECIFICATION
PLACEMENT: FREYA WARD**

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	Able to demonstrate good interaction with people	Experience of working in a health environment Experience of volunteering
APPEARANCE	Clean, neat and well groomed	
COMMUNICATION	Good oral and written communication skills	
PERSONAL QUALITIES	Polite, courteous and reliable Relate to people in a friendly and calm manner Ability to empathise Ability to maintain complete confidentiality Adaptable and willing to learn Tactful and diplomatic, especially in stressful/emotional situations	Sense of humour
GENERAL SKILLS	Recognition of the importance of boundaries Ability to recognise when assistance is required or distance is preferred Understanding of confidentiality issues Able to follow instructions Able to use own initiative Able to work as part of a team	