

## Volunteer Role Description

<b>Role Title</b>	Maternity Ward Helper
<b>Purpose of the role</b>	To support patient care and smooth running of wards
<b>Where</b>	St John's Hospital, Ward 11 and Labour Ward
<b>When</b>	Monday – Sunday Various times
<b>Tasks to be undertaken</b>	<p>Tasks include:</p> <ul style="list-style-type: none"> <li>• Answering telephones, ward intercom and fielding enquiries</li> <li>• Taking messages and completing routine paperwork</li> <li>• Answer bed buzzers and let staff know if needed</li> <li>• Support the distribution of food and drinks to patients including giving out meals and drinks, refilling water jugs, checking and recording fridge temperatures</li> <li>• Chat with patients to help them stay mentally active and manage any anxieties caused by hospital stay</li> <li>• Accompany patients to other areas of the hospital as required i.e. Special Care Baby Unit</li> <li>• Stocking up supplies and minor errands for staff and support Clinical Support Workers in simple tasks</li> </ul>
<b>Tasks not to be undertaken</b>	<ul style="list-style-type: none"> <li>• The manual handling of patients, toileting and personal care</li> <li>• No looking after or holding of babies</li> </ul>
<b>Skills, Attitudes and Experience needed</b>	<ul style="list-style-type: none"> <li>• No previous skills are required as training will be given</li> <li>• Good communication and listening skills</li> <li>• Non judgemental and sensitive approach</li> <li>• Positive attitude, willingness to learn and able to follow instructions</li> <li>• A confident, articulate and personable manner with understanding and empathy</li> <li>• A good understanding of confidentiality</li> <li>• A commitment to high standards and quality service</li> <li>• Reliable, punctual and committed</li> <li>• Patience, understanding and sensitivity of the needs patients, their families</li> <li>• Adhere to all health and safety and fire regulations and to co-operate with the NHS in maintaining good standards of health and safety.</li> </ul> <p>Please note training will be given on all aspects of the role</p>
<b>Support /Supervision</b>	Support will be provided by the Ward Staff and from the VSM Team.
<b>Expenses</b>	Agreed out of pocket expenses, which are incurred when carrying out this volunteer role will be reimbursed in line with the NHS Lothian volunteer expenses policy and signed off by the VSM.
<b>How to apply / what happens next</b>	Application Pack, Informal interview, Training, Health Status checks, Disclosure/PVG
<b>Created, by whom</b>	<div>Claire Garton, VSM</div> <div>July 2021 Revised Jan 2024</div>