Post-Natal Maternity - Mums for Mums Support Volunteer (Worcester Ward, Esher Wing & Thameside Post Natal and Transitional Care Volunteers)

Role Description

About this role
This is a busy role that can take volunteers to several parts of the Maternity Service in one session. It is designed to be flexible and mobile to direct support wherever the need is greatest. Mums for Mums provide the companionship, hands-on breast feeding support (training will be given) and mum-to-mum reassurance that only another mum who has given birth at Kingston Hospital can provide.

What you will achieve
Through a regular commitment, you will become a known and valued member of Mums-to-Mums Volunteering Network. You will gain new knowledge and skills through bespoke training and supervision from experts including Midwives, Supervisor of Midwives and Practice Development Midwives.

Training includes:
- Peer Support Skills including active listening, emotional resilience and empathy.
- Sharing your story – the value, intention, skill and boundaries of identifying with new mothers through storytelling.
- Infant feeding peer support postnatal education
- Milestones in the first few hours and days of a newborn
- Parenting skills for new families and growing families
- Supporting patients who are distressed, alone or vulnerable
- Making a hospital bed
- Policies such as Health & Safety, Infection Control and Safeguarding to prepare you to volunteer in a clinical environment
- A voice in the development of the Maternity Service as a Trust Member and opportunities to give your feedback on behalf of the mums you support.

Tasks and Responsibilities
- Helping to deliver the Infant Feeding Peer Support – 11 O’ Clock Stop
- Dining Companion – supporting the Hostess and ensuring all mothers are encouraged to eat hot meals and stay hydrated during their stay
- Conducting the Friends & Family Test and supporting parents to give honest feedback for the improvement of Maternity Services
- Helping with infant feeding (after training)
- Helping parents with parenting skills (after training)
- Providing information about services and support available for new parents in their local community
- Accompanying mothers to prepare for and visit the neonatal unit where their baby is receiving care.
- Being an active listener available to all new mothers during their stay; providing support, reassurance and helping to involve the clinical team or other patient services, e.g. PALS where needed.
- Helping women to prepare for discharge: packing, planning for returning home and discussing any concerns they have.
- Taking discharge paperwork to reception

Commitment
Whilst we can be flexible, we ask for a commitment of at least 3 hours every week. We ask for a minimum of 6 months commitment. This is to justify the training that Kingston Hospital Maternity Service provides. It is also the minimum commitment that we think is needed to ensure volunteers have a positive experience that delivers the benefits set out in this role profile, and meets their personal and career goals.

Who should apply
We welcome involvement from any volunteer with an interest in midwifery and associated professions and particularly welcome volunteers considering a career in these fields as a way to gain real-life experience of a diverse post-natal NHS environment.

No prior skills or knowledge are required as full training will be provided. However, enthusiasm and a willingness to make a regular commitment is important to patients and staff so that you accrue skills and build a strong knowledge base. We are looking for the following personal qualities and attributes to help assess whether volunteers are ready for this role:

Personal qualities:
- Enjoys meeting new people
- Enjoys delivering customer-services in a dynamic and changeable environment
- Takes charge of own health and wellbeing and recognises its importance when interacting with new mothers and newborn babies
- Excellent listening skills; able to provide information and support without judging people
- Known for being a reliable person and following protocols as required of them
- Has a good understanding of Equality & Diversity and applies principles of non-judgement, confidentiality and respect for people without discrimination in all they do.
- Calm, mature and patient manner

Experience:
- Work or voluntary experience in a health environment is helpful, but not necessary
- An interest in infant feeding is helpful, but not necessary
- Personal insight into birth and life with a newborn baby – what can go right, and what can complicate a mothers’ experience of the first few days or weeks post-birth.
- To be honest in knowing they have the maturity and resilience to deal with difficult situations and emotions which may arise during their volunteering.

Additional requirements:
- All maternity Volunteers must be over the age of 18 years
- To have given birth or closely supported a mother who has given birth at Kingston Hospital Maternity Service.
- A good level of written and spoken English is required for this role.
- BCG Vaccination and evidence of immunisation to chicken pox, measles, mumps and rubella (MMR) are required for this role. Occupational Health will provide guidance if you are unsure.

**Training and Opportunities for Personal Development**
- Regular Maternity Volunteer welcome evenings and training events are provided; this will help ensure you’re right for this role and have the skills and knowledge you need before you start.
- The Maternity Practice Development Team hold twice-yearly study days for volunteers considering careers in midwifery
- References can be provided by the Volunteering Service at 30 hours (10 weeks) and at 100 hours (or as required by an academic placement). Evidence of attendance will be required.
- Our Postnatal Staff are always happy to see reliable, well trained and interested volunteers; if you have questions about their roles or how to do something, they will usually make time if you wait for a quiet moment respect their need to prioritise patients when wards are busy.

**Direct Supervisors**
- Senior Sister, Post-Natal Wards
- Matron for Maternity Services

**Programme Supervisor:**
- Rebecca Board, Practice Development Midwife

**How to apply:**
At interview, please tell the Volunteering Service that you are interested in the Post Natal Volunteering. They will discuss the role with you and ensure it’s a good fit to the personal qualities set out above, your occupational health status and the commitment you can give. If agreed, the Volunteering Service will then liaise to book you onto the next Maternity Volunteer Induction event.

For further information about this role, please contact the Volunteering Service on 0208 934 2959 or email volunteering@kingstonhospital.nhs.uk to speak to our Volunteering Service Manager.

Note for Health Overview Panel - Other details of volunteering opportunities can be found at https://www.kingstonhospital.nhs.uk/get-involved/volunteering/volunteer-vacancies.aspx