

Role Title - Unit Parent Support Volunteer

Supported By – Spoons Volunteer Coordinators

Main Activities

- Meet with parents & families on the neonatal units to build relationships and provide support
- Build up a directory of support services available to parents on the neonatal unit and ensure parents have access to information resources
- Promote Spoons community groups and online support network to ensure parents have access to support after baby leaves neonatal care
- Build and maintain relationships with healthcare professionals and support them to improve services for families on the unit
- Work in partnership with Spoons volunteers on other units
- Sign post and work in partnership with other organisations who support families in neonatal care

Experience, Skills and Qualities

- Have experience of neonatal care
- Have good listening skills, empathy and patience
- Confidence in communicating with a diverse range of people
- Good organisation skills and timekeeping
- Ability to work as part of a team

Time Commitment

We asked all parent support volunteers to be able to commit at least two hours per week to visiting the unit. We ask you to agree to a day and time to suit your circumstances so we can advise the unit and families when to expect you.

Enhanced Checks and Trust inductions

All parent support volunteers must be willing to complete the trust recruitment process, this will include an enhanced DBS check, trust induction, and references. This varies depending on the trust.

What you can expect from us

- Full Training
- Access to mental health support
- Reimbursement of travel expenses
- Access to support and regular supervisions from our volunteer coordinator
- Access to our online volunteer support forum
- Opportunities for personal development
- A reference after 6 months of volunteering