

# Spoons Peer Support Volunteer Role Description



## Contact Us:

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[www.spoons.org.uk](http://www.spoons.org.uk)

# Peer Support Volunteer Role Description

Here is the relevant information you need to know before submitting your application. Please take the time to read it carefully. You can also find a lot more information at [www.spoons.org.uk](http://www.spoons.org.uk)

## Spoons vision and mission

We alleviate stress and reduce the isolation of families who experience neonatal care. We do this by Supporting Families; Communication; Working Together; Parent Engagement; Family Integrated Care; Wider Family Support.

Research suggests that peer support can help people feel happier, less isolated, and more empowered. It can have a positive impact on long term mental health and wellbeing. It encourages people to talk about their thoughts and feelings and enables them to form relationships with those who have shared a similar experience.

Peer support can make a huge difference to families who spend time in neonatal care. Our peer support volunteers have all been parents of a baby in neonatal care and are able to empathise with situations.

Having someone to talk to can relieve stress and feelings of isolation for both parents and wider family members. It gives people the opportunity to talk openly about their emotions, worries and helps to validate feelings.



# Main Activities

1. Meet with parents and families on the neonatal units to build relationships and provide support, actively listen with understanding and empathy
2. Collate and grow knowledge of relevant support services available
3. Understand when it is appropriate to signpost peers to Spoons resources and other relevant support services
4. Ensure neonatal units have the appropriate Spoons resources to be provided to families when needed i.e. Welcome Packs, Sibling Packs, Going Home Packs, First Bath Packs etc.
5. Promote Spoons community groups and online support network to ensure parents have access to support following neonatal care
6. Build and maintain positive relationships with healthcare professionals, support them in improving services for families on the neonatal units
7. Work in partnership with Spoons volunteers on other units to share ideas and knowledge
8. Attend personal peer volunteer support sessions twice a year as a minimum
9. Meet with Peer Support Coordinator on an arrange basis to update on activity and confirm provide any administration requirements

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# Experience, Skills and Qualities

- ✓ Be aged 18 years old or over
- ✓ Have relevant experience of neonatal care
- ✓ If you had a baby on a neonatal unit we ask you to wait until at least your baby's first birthday before applying to become a Peer Support Volunteer
- ✓ Have great active listening skills, empathy and patience
- ✓ Confidence to communicate with a diverse range of people
- ✓ Good organisation skills
- ✓ Be reliable and have good time management
- ✓ Ability to work as part of a wider team
- ✓ Experience of using email and Internet i.e. social media platforms

# Time Commitment

We ask that all Peer Support Volunteers to be able to commit at least two hours per week to visiting the unit. We ask you to agree to a usual day and time to suit your personal circumstances. This is then communicated to the unit so that the nursing teams and families know when to expect you.

You will also be required to attend a peer support training workshop prior to undertaking any volunteering on the unit. You may also be asked to attend other training as and when required to keep your knowledge up to date in regards to your volunteer experience with us.

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# Enhanced Checks and Induction

All Peer Support Volunteers are required to complete the NHS Trust volunteer programme

This will include;

- Trust Application
- Trust Interview
- Mandatory Corporate Welcome
- Completion of E-learning modules
- Character References
- Enhanced DBS check
- Trust induction

This may vary depending on the Trust

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# What you can expect from Spoons

- ✓ Become part of an amazing team!
- ✓ Reimbursement of travel expenses
- ✓ Access to personal support during your volunteer journey
- ✓ Access to our online volunteer support forum
- ✓ Opportunities for training
- ✓ A reference after 6 months
- ✓ Regular supervision
- ✓ Access to our trauma therapist