

# Spoons Volunteer Peer Support Role Description



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# Peer Support Volunteer Role Description

Here is some information to help you understand the role of a volunteer peer supporter.

For more information about Spoons please visit our website  
[www.spoons.org.uk](http://www.spoons.org.uk)

## Spoons neonatal peer support

Peer support encourages people to share their thoughts, feelings, hopes and fears.

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. 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.

Spoons aim to alleviate stress and reduce isolation for families who experience neonatal care, providing support from admission to the neonatal unit and beyond.



# Main Activities

- ✓ Meet with parents and families on the neonatal unit to provide peer support in line with Spoons volunteer peer support model
  - ✓ Develop knowledge of Spoons services
  - ✓ Appropriately signpost parents to Spoons resources and other relevant support services
  - ✓ Ensure neonatal units have Spoons resources and provide to parents when appropriate
  - ✓ Promote Spoons community groups and online support network to ensure parents have access to support following discharge from neonatal care
  - ✓ Build and maintain positive relationships with neonatal teams
  - ✓ Liaise with Spoons Family Support Team
  - ✓ Work in partnership with other Spoons volunteer peer supporters
  - ✓ Attend Spoons volunteer away days and training events as required
  - ✓ Attend 1:1 volunteer support meetings
  - ✓ Carry out reporting and administration tasks relating to the role
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# Experience, Skills and Qualities

- ✓ Lived experience of neonatal care
- ✓ Good communication skills
- ✓ Confidence in communicating to a diverse range of people
- ✓ Good active listening skills
- ✓ Empathy
- ✓ Good understanding of personal and professional boundaries
- ✓ Basic IT and administration skills
- ✓ Confidence in supporting parents to advocate for themselves and their baby
- ✓ A team player
- ✓ Resilience

# Time Commitment

We ask that all volunteer peer supporters are able to commit to at least two hours per week to their role. We ask you to agree to a day and time to suit your personal circumstances.

You will be required to attend a peer support training workshop prior to undertaking a role on the unit. This normally done over two days.

You may be asked to attend other training events as required, including regular online meetings with your volunteer colleagues and 1:1 volunteer support meetings.

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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
  - ✓ Completion of e-learning modules
  - ✓ Character references
  - ✓ Enhanced DBS check
  - ✓ Trust induction
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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 and development
- ✓ A reference after 6 months
- ✓ Regular 1:1 support
- ✓ Access to our trauma therapist