



THE TINY LIVES TRUST

Peer Support Volunteer

Expression of Interest Pack





Role – Peer Support Volunteer

Thank you for your interest in becoming a Peer Support volunteer with Tiny Lives. I enclose further details about the role.

Please complete the Expression of Interest form highlighting your skills and experience that demonstrate your suitability for the role and email to jacqui@tinylives.org.uk.

We would also be grateful if you would complete the separate equality and diversity monitoring form and submit this along with your application, although this is voluntary.

The information you give on the form will not be held by the Tiny Lives Trust any longer than is necessary and will not be used for any purpose other than to assess your suitability for the role.

We look forward to receiving your form.

A handwritten signature in black ink that reads "K Blakeney".

Kelly Blakeney

Head of Tiny Lives

BACKGROUND INFORMATION

Having a premature or sick baby can be one of the most difficult and life changing challenges a family experience. The Tiny Lives Trust is here to help ensure the best possible outcomes for babies and their families throughout their neonatal journey.

Tiny Lives recognises that the neonatal journey is different for every family. For some, it may start during pregnancy and for some it may continue long after discharge. Tiny Lives supports over 800 babies and their families a year throughout this journey, particularly those who have been cared for by the neonatal service at the Royal Victoria Infirmary in Newcastle upon Tyne, which cares for babies from across the North East and Cumbria.

Tiny Lives aims to support the neonatal service in providing the highest quality of care by funding a range of facilities and services, staff posts, training, research and equipment, including:

- funding for developmental care aids for premature and new-born babies. These include 'Claire's Nests'; soft, cosy nests that promote proper positioning and physiological stability. Each family also receives two 'Mini boos' when admitted to promote bonding between mum and baby.
- a Paediatric Physiotherapist to aid early development, support families, and train nursing staff
- Parent Admission pack and Memory journal, to help in the first few days, and record precious family memories made of the unit
- a Paediatric Social Worker providing practical help and emotional support to families
- Financial support, including travel and parking passes for all families, some of whom may have to travel for many months from across the region
- specialist training courses and conferences for staff in order to provide the best possible care
- research into neonatal care



We also provide support to families once they have left the care of the neonatal unit through various initiatives including:

- Access to clinical psychologist post discharge
- A range of free to access parent and baby classes through our Meet, Chat, Learn programme
- Sling library loan scheme in partnership with the neonatal unit, enabling families to trial a sling for up to 8 weeks

You can find out more about how we support families through our website and our Facebook page <https://www.facebook.com/TinyLivesRVI>.

Peer Supporter Role Description

Location – RVI Neonatal Unit and community settings with Tiny Lives

Time commitment – minimum 2 hours per week, ideally for 1 year

Reports to – Tiny Lives Trust and Peer Support Facilitator

Purpose of the role

To provide emotional support and information to parents with a baby on the neonatal unit and post discharge in order for them to feel less isolated and supported by parents who have been in similar circumstances so they can share their lived experience.

About the role

Peer Supporters will provide support to parents whose babies are currently on Ward 35 or recently discharged either face to face, via phone or email. They will support the Tiny Lives weekly coffee mornings and ensure parents are aware of the support Tiny Lives provides families from admission to post discharge. During the COVID-19 pandemic most peer support will be delivered virtually.

Trained Peer Supporters will provide a weekly drop in offering informal 1:1 support and a listening ear for parents on Ward 35 based in the parents meeting areas or within the hospital grounds. During the COVID-19 pandemic 1:1 face to face support can be delivered within or close to the hospital grounds if the peer supporter and Tiny Lives feel it is appropriate and safe to do so.

Peer Supporters are expected to offer a minimum of 2 hours support a week on a rota basis with other peer supporters.

To become a Peer Supporter, we recommend you have been discharged from the neonatal unit for at least one year. This gives you time to enjoy your baby and allows you space to reflect on your own journey.

The application process will include an informal conversation with the Head of Tiny Lives and the Projects Development Officer.

Peer Supporters will need to undergo the Hospital Trusts induction before they can offer support in the hospital setting. All Peer Supporters will need to complete Tiny Lives induction and Peer Support training and will need to obtain satisfactory enhanced DBS clearance before they can take up the role.

As a volunteer there is not a contractual relationship between Tiny Lives Trust or Newcastle upon Tyne Hospitals NHS Foundation Trust.

Description of main tasks

- Conduct a weekly drop in on a rota basis on Ward 35
- Assist with delivering the Tiny Lives weekly coffee mornings on Ward 35
- Ensure parents are aware of the support Tiny Lives can offer families
- Actively listen to parents on the unit with empathy
- Give informal support and insight to parents
- Signpost parents to information and link them to other forms of support through Ward 35 and Tiny Lives.
- Establish positive relationships with staff on the unit
- Being able to go to the cot side if asked by the parent and approved by unit staff
- Be a regular and active member of the Peer Support Team

Skills, experience, and personal qualities

- Have lived experience of having a baby on the neonatal unit
- Have a desire to provide support to parents at a challenging time
- Be reliable, dependable and flexible
- Be a good listener and communicator
- Be approachable and compassionate
- Have the ability to actively listen and respond without judgment
- Have good time management skills
- Have a willingness to support people from a diverse range of backgrounds and cultures
- Experience of using email and social media with access to both

What we are able to offer you

- An opportunity to give back and use your lived experience to support parents at a particularly stressful and traumatic time
- The equipment to enable you to do your role
- Being part of a team
- Seeing parents grow in confidence and feel less isolated
- Learning and development opportunities
- Support and supervision
- Reimbursement of reasonable out of pocket expenses
- To be treated with respect and courtesy

Learning and Development

As part of your induction, you will take part in the Trust volunteer training and Tiny Lives Peer Supporter training. This is to ensure that you are suitable for the role and the role is right for you.

To offer peer support on the neonatal unit you will need to be linked with the Hospital Volunteer programme. A volunteer is a valuable member of Newcastle upon Tyne Hospitals NHS Foundation Trust and is expected:

- To volunteer within the guidelines agreed by Voluntary Services and named contact
- To carry out their duties with consideration and respect to all staff, general public, Foundation Trust members and patients at all times
- To maintain confidentiality at all times whilst as a Peer Mentor and after leaving
- To maintain good standards of communication with staff, general public and patients at all times
- To comply with the Trusts Health & Safety Policy
- To be responsible for contributing to the reduction of infections
- Newcastle upon Tyne Hospitals NHS Foundation Trust and Tiny Lives Trust are committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults and as such expect volunteers to share this commitment.