East of England Community Health and Care NHS Trust

Healthy Child Programme Volunteer Role Description

Department:	**Cambridgeshire & Peterborough 0-19 Service**
Volunteer role title:	**Healthy Child Programme Volunteer**
Location:	**Various locations across South Cambridgeshire**
Times available:	**Wednesday - 09.15-11.15 - Peacock Centre, Brookfields Campus, Mill Road, Cambridge, CB1 3DF** **Wednesday - 12.45-3.15pm - Melbourn Community Health Centre, Orchard Road, Melbourn, SG8 6HH**
Purpose:	Our 0-19 team support the health and wellbeing of children and their families though the Healthy Child Programme to ensure that children have the best start possible in life. This includes monitoring the development of children to ensure that they are meeting key milestones. This volunteer role will support the 0-19 team at group sessions such as healthy child drop in sessions and child health review clinics and key contacts with families at specific stages of a child's life (e.g. 1 and 2 ½ year contacts). It may also include supporting at health promotion sessions in schools. Families might feel anxious when attending groups, and our Healthy Child Programme Volunteers will help to enhance their experience by providing a friendly face and a warm welcome, as well as signposting them to appropriate resources and information and collecting feedback about their experience.
Volunteer activities:	Help to set up the session venue with toys and resources for families. Welcome families to sessions in a friendly and courteous manner. Chat to parents and children, including keeping children entertained by playing with the toys, while they are waiting to be seen by a health professional. Signpost parents to appropriate resources such as leaflets, oral health kits, or websites recommended by the 0-19 team. With appropriate training, this could include giving

	information about continuing to breastfeed when returning to work. Clean toys between appointments / at the end of the session and ensure they are put away safely, ready for the next group. Clean scales between patients so they are ready for growth monitoring. Support families with completing paperwork related to their appointment (e.g. Ages & Stages Questionnaires). Encourage families to give feedback about their experience by completing questionnaires / sharing the QR code for our feedback questionnaire. Support staff welfare by providing drinks during busy times if needed. **Volunteers are required to:** Undergo recruitment checks in line with NHS Employers recommendations. Volunteer in a safe and non-discriminatory way. Follow the Trust policies and procedures. Maintain confidential information.
Training and support:	Volunteers will be supported and trained in their role by the Cambridgeshire & Peterborough 0-19 Service. The Volunteer Team will complete required recruitment checks and provide ongoing support as needed to the volunteer and the Cambridgeshire & Peterborough 0-19 Service. In line with the Trust Policy, volunteers are required to complete mandatory training every year. Volunteers will be covered by our public liability insurance to carry out the activities on this role description.
Other information:	Volunteers may be placed at locations outside of their immediate local community in order to protect the confidentiality of families and enable them to feel that they can be completely open with the 0-19 team when sharing concerns about their child. Volunteers for this role must be over 18 years of age.

	We ask for a minimum of 6 months regular volunteering commitment once recruitment checks have been completed. Reasonable out of pocket expenses (such as travel) can be reimbursed by the Trust. Volunteers will require a DBS check for this role, this will be undertaken at no cost to the volunteer. Volunteers will be provided with an ID badge to wear at all times when volunteering.