

Title: Bliss Champion volunteer

Location: Neonatal unit

Terms: A minimum of two hours per week for 12 months

Bliss' vision and mission:

Bliss' vision is that every baby born premature or sick in the UK has the best chance of survival and quality of life.

Bliss champions the right for every baby born premature or sick to receive the best care. We achieve this by empowering families, influencing policy and practice, and enabling life-changing research.

Purpose of the role:

To provide emotional support and information to families with a baby in neonatal care in order for them to feel less isolated and make the best possible decisions for their baby.

Responsibilities:

- Actively listen to families on the neonatal unit with empathy
- Collate information about local support services available
- Signpost families to Bliss information and services, and to other specialist services
- Make sure that the Bliss noticeboard on your unit is appealing, presentable and up to date
- Check that Bliss information is visible and available to families
- Establish positive relationships with staff and volunteers on the unit
- Provide weekly updates to your named Bliss contact and complete monthly survey reports
- Keep up to date with Bliss and external sources of information relating to premature and sick babies

Skills, experience and personal qualities:

Essential:

- You must be aged 18 years old and over to be a Bliss Champion
- If you had a baby on the neonatal unit, we require you to wait 1 year post-unit discharge before volunteering with Bliss
- A desire to provide support to parents going through a difficult and challenging time
- Patience, empathy and a willingness to listen

- Ability to work on own initiative and as part of a team
- Willingness to support people with a diverse range of needs from a range of backgrounds
- Ability to listen and respond without judgement
- Effective communication skills
- Good time-management skills
- Experience of using email and internet (including social media) with access to both

Desirable:

- Previous experience of supporting others through challenging times at work or in a volunteering capacity

Values:

All Bliss volunteers are asked to carry out their roles in alignment with our values. These are:

Trusted

We are entrusted to give voice to all babies born premature or sick. We believe that trust is earned and our actions must always be based on what is best for babies.

Supportive

We believe that developing supportive relationships is at the heart of what we do, and only by supporting others are we able to achieve our goals.

Ambitious

We always go the extra mile to deliver excellence and seek improvement in all we do.

What we are able to offer you:

- Learning and development opportunities · The opportunity to engage in a range of social and fundraising events including an invite to Bliss' annual thank you event
- Ongoing support from the Bliss Volunteering Team
- Bliss marketing resources to advertise your support
- A reference after 12 months of volunteering · Copies of Little Bliss magazine posted to you · A bi-monthly volunteer newsletter to keep up to date with the latest information from Bliss
- Access to the Bliss Volunteer Facebook page to stay connected with other volunteers
- Reimbursement of reasonable expenses

Learning and development:

As part of your application process to be a volunteer you will take part in the Bliss Learning Programme, which will include self-guided learning at home and workshops. We will train, support and assess you to ensure that you're suitable for the role and the role is right for you. We'll also provide a range of ongoing learning opportunities throughout your time as a volunteer to keep your knowledge up to date and your skills refreshed.

Role requirements:

- Successful completion of the Bliss volunteer application process · DBS check
- Two satisfactory character references

Next steps: If you would like to become a Bliss Champion, please fill in the application form and return it to us at volunteer@bliss.org.uk and we will be in touch shortly.

Thank you for your support and we hope to welcome you to our team of Bliss volunteers soon!