



ROYAL BERKSHIRE

Maternity & Neonatal Voices

Working in partnership to improve maternity & neonatal services

Role Description: Neonatal Engagement Lead

We are committed to representing all voices and will continue to invest in becoming a Maternity and Neonatal Voices Partnership in 2024. **To do this we are recruiting for a Neonatal Engagement Lead to work on a self-employed basis 2 days a month (15 hours), paid at £20p/h.**

About the role:

We are looking for someone who is:

- o passionate about helping to develop and improve the experience of neonatal services for women, birthing people, and their families
- o keen to engage with families and seldom listened to groups to gather feedback to drive these improvements
- o a good active listener and confident communicator
- o organised and able to work flexibly on a self-employed basis
- o able to collaborate with key stakeholders and represent service user voice at a local level

In this role you will be the Neonatal Engagement Lead and feed into all MNVP workstreams, offering your service user voice and representing the families you hear from. You will be supported by the rest of the MNVP which is the Chair, Vice Chair and Parent Engagement Community Team. Your role will include:

- Developing relationships with the Buscot team, Family Support workers, Thames Valley and Wessex Neonatal Parent Advisory Group (PAG), Parent & Family Engagement Lead, Babies in Buscot (BiBs) charity, and other relevant stakeholders
- Co-create surveys that work, sympathetically, with the neonatal journey
- Developing psychologically safe ways that neonatal parents can be involved in MNVP work and help build the MNVP Parent Rep Network
- Gathering feedback and provide both a written report and verbal feedback
- Coproducing information for neonatal parents alongside RBH contacts
- Being the first point of contact for neonatal parents wishing to share feedback
- Sharing updates on social media (Instagram, Facebook and Twitter) to promote the MNVP's neonatal work and also sharing neonatal content from approved sources to engage our audience
- Handling emails/messages relevant to the role

- Providing a neonatal update for our annual report and contribute to the 24/25 workplan
- Attending bi-monthly MNVP meetings, Quarterly PAG Meetings and Buscot (Local Neonatal Unit) meetings
- Attending and advocating for the neonatal voice in relevant RBH Steering Groups and Local Maternity and Neonatal System (LMNS) Groups

What makes an effective MNVP Neonatal Engagement Lead:

- Have lived experience and be ready emotionally to work within that environment - you will be a parent whose baby has spent time in NICU and/or accessed neonatal services ideally within the Royal Berkshire Hospital
- Be able to use that experience to connect with others and offer empathy within the role while remaining professional and not comparing stories or allowing it to define your actions
- Aware of the neonatal experience and current challenges faced by neonatal parents
- Be proactive and keep up to date with national and local neonatal issues and share with the wider team
- Knowledge about the maternity world is desirable but you should be able to talk widely without over focusing on one issue
- Understand the remit of the MNVP and your own role within that to gather feedback and represent those you hear from
- Ensure you maintain confidentiality of the issues and personal data they discuss. Be aware of the MNVP's [Privacy Policy](#)
- Act in accordance with the [Nolan Principles of conduct in public life](#) in carrying out this role – selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

We are keen for our Neonatal Engagement Lead to be an active Thames Valley and Wessex Parent Advisory Group (PAG) member and are happy to cover the time needed for their core meetings within our budgets, as agreed with the Chair of the MNVP. Any additional time spent engaging with PAG activity must be agreed in advance. The PAG offer volunteer positions and their support and insight will be hugely beneficial to your role. Find out more here:

<https://neonatalnetworkssoutheast.nhs.uk/parents-families/tvw-parent-advisory-group/>

Requirements:

- No formal qualifications needed
- Able to use emails and attend online meetings

- Basic understanding of Microsoft office to prepare reports and submit timesheets
- Good understanding of social media
- Effective communication skills via face to face, telephone and written methods.
- Own computer and mobile phone would be preferable but not essential
- Able to work on a self-employed basis responsible for own tax returns
- Live within the local area and access to own vehicle or public transport for onsite meetings at the RBH etc.

We offer:

- Flexible working from home (some onsite meetings will be required)
- NHSE Patient and Public Voice (PPV) rate of £20 per hour.
- The role is funded by the LMNS and we have 12 months budget agreed with potential to extend
- Training will be provided and opportunities to attend workshops, webinars and conferences etc - in addition to paid role
- Reasonable expenses (inc childcare) will be covered
- Supportive network, including main MNVP team and network of local and national MNVP's
- Mandatory clinical supervision (agreed in 23/24 budget with LMNS)

Risk awareness:

Due to the nature of this role, there may be times when you are exposed to distressing information relating to medical practice and personal experiences. Please consider how this may impact you before applying or reading the suggested links below. As an MNVP we address health inequalities and poor practice which requires challenging conversations.

Could this be the role for you?

To apply, email your CV and a paragraph to explain why you would be a good fit for the role to chair@royalberkshirermnvp.org

We want to increase the diversity of the MNVP and ensure we are representative of the community we advocate for. We particularly welcome applications from people of the global majority, LGBTQ+ people, neurodivergent people and disabled people. We will use positive action under the Equality Act 2010 to appoint from these under-represented groups if two candidates are equally qualified.

If you would like to have an informal chat about the role, [email us](#) to arrange. Suitable applicants will be interviewed on a rolling basis so apply as soon as possible.

If you need time to prepare your application, please let us know so we can ensure you have the opportunity to be considered.

Suggested reading:

[Three Year Delivery Plan](#)

[MNVP Guidance](#)

[MBRRACE Reports](#)

[Getting it right first time reports](#)

[Implementing Better Births](#)

Summaries of the [Ockenden](#) and [Reading the Signals reports](#)

[Neonatal Critical Care Review Recommendations](#)