

Volunteer Doula Program

AT ST. MICHAEL MEDICAL CENTER FAMILY BIRTH CENTER

What support can birth doulas offer in a hospital setting?

Physical Support

Position ideas for comfort and labor progression cross over with hands-on comfort measures like comforting touch, counter pressure, breathing techniques and other “doula magic” for families. A doula’s skilled hands and positioning tools can often help a malpositioned baby find its way through the pelvis and into the birthing parent’s arms.

Emotional Support

Doulas help families to feel supported, easing the emotional experience of birth and also helping to create a space where the hormones of labor can work at their best. Whether a birth is completely unmedicated or medically very complex, every family can benefit from nurturing and connection at this tender, incredible time in their lives.

Partner Support

Whether it’s a romantic partner, a friend or another family member like the baby’s grandma, the birth partner’s experience matters in birth. Doulas are there to support every birth partner in being as involved as they’d like with the birth. Physical and emotional support make a huge difference for everyone involved.

What don’t doulas do?

- Diagnose medical conditions
- Perform clinical procedures
- Interpret medical diagnoses or clinical results
- Prescribe or administer treatment of medical conditions
- Make decisions for the birthing client or family
- Speak for the birthing family



What is a birth doula?

"Birth doula" means a person that is a non-medical birth coach or support person trained to provide physical, emotional, and informational support to birthing persons during pregnancy, antepartum, labor, birth, and the postpartum period. Birth doulas advocate for and support birthing people and families to self-advocate by helping them to know their rights and make informed decisions. Birth doulas do not provide medical care.



Why have a volunteer doula program?

It allows community members the opportunity to perform doula care as a way to give back and improve the birthing experience of its community members. It builds relationships between our community, providers and hospital teams. It also allows doulas to obtain birth experiences so they can continue to build upon their professional skills and meet certification requirements.

Data consistently show that continuous labor support reduces the risk of cesarean birth. Recent studies have replicated this finding specific to continuous labor support by doulas. Doulas offer a unique skill and can play a key role in the woman’s satisfaction of her birth experience. When doulas are utilized in a way that allows them to function appropriately in their unique and integral role, they can simultaneously advocate for women and act as helpful allies to nurses and providers.

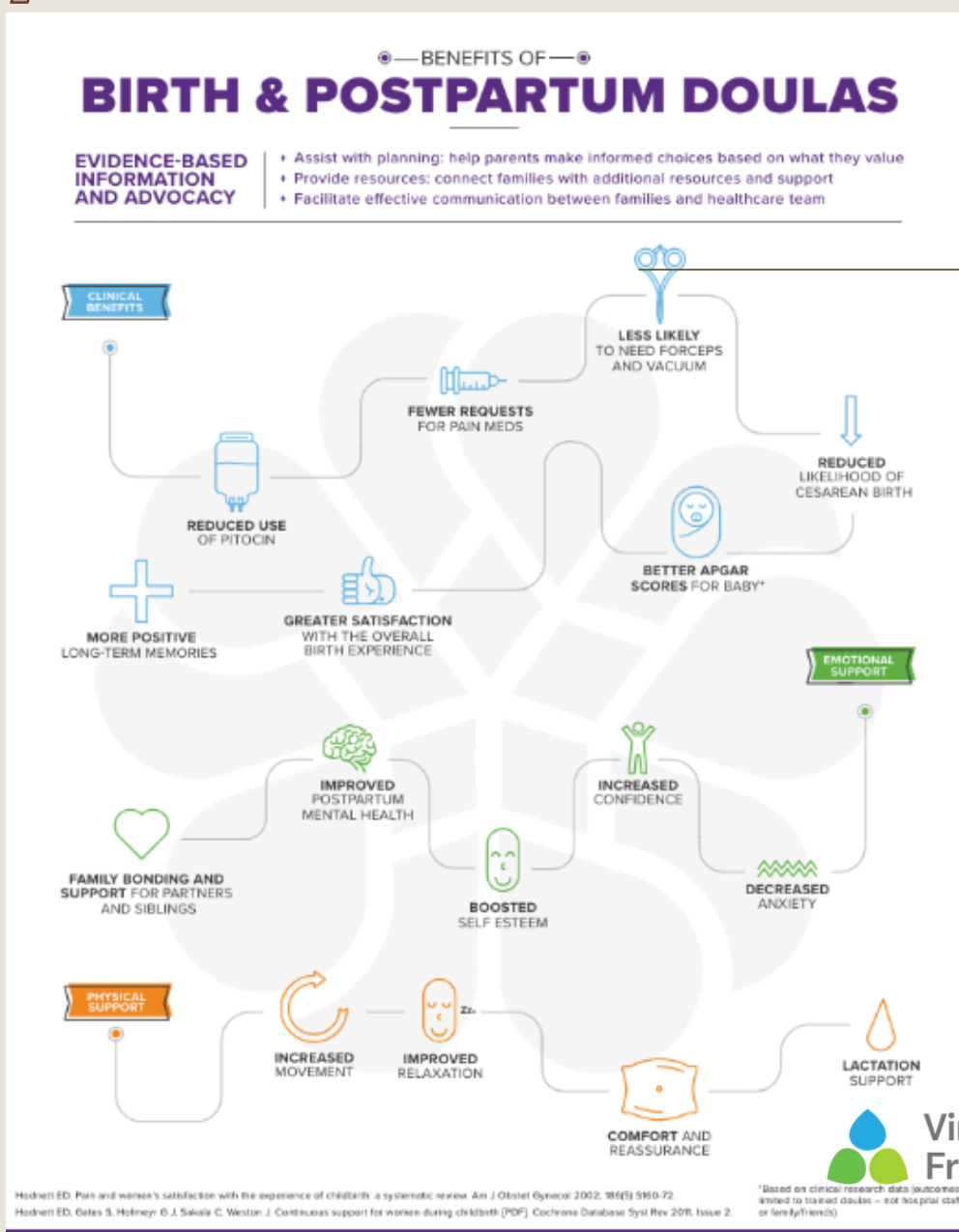


Doula Training Requirements



- Minimum 18 years of age
- Complete initial volunteer application and interview
- Complete orientation, background check and department specific training
- Maintain compliance with hospital and departmental standards in regards to competencies, confidentiality, safety and infection control and prevention
- Must commit to a minimum of two on-call shifts per month, 4 hour minimum
- Must show documentation of attending a Doula training course through one of these organizations:
- Doulas of North America (DONA): www.dona.org or 888.788.3662
- Association of Labor Assistants & Childbirth Education (ALACE): www.alace.org or 617.441.2500
- International Childbirth Education Association (ICEA): www.icea.org or 952.854.8660
- Childbirth and Postpartum Professional Association (CAPPA): www.cappa.net or 888.692.2772

Volunteer Application [Click here to apply!](https://www.volgistics.com/appform/1169249595) <https://www.volgistics.com/appform/1169249595>



Position Title: Doula Volunteer
Department: Birth Center
Supervisor: Birth Center Director

SECTION I: POSITION SUMMARY:

Volunteer Doulas assist in exceeding our standards in customer service and patient satisfaction. They support the birthing mother and her partner throughout labor and delivery to assist in creating a satisfying birthing experience.

SECTION II: QUALIFICATIONS:

The *minimum* qualifications listed below (along with education/experience) are representative of the knowledge, skills and abilities needed to perform this position successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of this position.

Requirements:

- Minimum 18 years of age
- Must commit to a minimum of two on-call, 4 hour shifts per month
- Must show documentation of attending a Doula training course through one of these organizations:
 - Doulas of North America (DONA): www.dona.org or 888.788.3662
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Knowledge, Skills, and Abilities:

- Ability to take directions, be flexible and work independently
- Ability to communicate effectively and respectfully with families, staff and patients
- Self-motivated and demonstrates initiative with good problem solving skills
- Dependable, responsible and punctual
- Recognizes limitations and asks for help when unsure
- Awareness of cultural competency; sensitivity in working with diverse cultures

SECTION III: PRIMARY POSITION RESPONSIBILITIES AND ACCOUNTABILITIES:

The *primary* position responsibilities and accountabilities listed below represent service performed by this position and are not all-inclusive. The omission of a specific accountability will not preclude it from the position if the work is similar, related, or a logical extension of the position.

PATIENT ASSISTANCE

1. Understands the physiology of birth and the emotional needs of a woman.
2. Greets patients and visitors properly by introducing self as a volunteer Doula.
3. Interacts and visit with birthing mothers and their partner and family in a kind, caring and professional manner.
4. Provides emotional and informational support and physical comfort measures using non-medical advice and techniques throughout the duration of labor and immediate postpartum.
5. Assists the laboring mother and her partner in preparing for and carrying out their plans for the birth.
6. Facilitates communication between the laboring woman, her partner and clinical providers.
7. Understands the importance of customer satisfaction and the importance of reporting **ALL** concerns to the Primary Care Nurse or Charge Nurse.
8. Demonstrates knowledge of the grievance process and assists patients with reporting any concerns.
9. Reassures patients that concerns, questions or complaints will be forwarded and handled appropriately.
10. Answers patient's room phone when the patient is unable to answer.



SECTION IV: COMPLIANCE:

Maintain compliance with hospital and departmental standards in regards to competencies, confidentiality, safety and infection control and prevention:

- Complete initial Volunteer Orientation and department specific training
- Learn and know infection control, hospital safety and emergency procedures
- Respect and maintain confidentiality regarding patients, families, staff and other volunteers
- Maintain regular communication with Volunteer Services and assigned department supervisor
- Follow Volunteer Services guidelines to track volunteer hours (signing in/out for each shift)
- Maintain annual occupational/employee health compliance