



## VOLUNTEER ROLE DESCRIPTION

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<b>Role</b>	<b>Inpatient Clinical Volunteer</b>
<b>Location</b>	<b>Inpatient Unit (IPU) East Lancashire Hospice</b>
<b>Responsible to:</b>	<b>Clinical Lead – Inpatient Unit</b> <i>(This person will be your main point of contact while volunteering. They will provide you with the support and supervision necessary for you to perform your role)</i>
<b>Role requirements:</b>	Two Satisfactory references Enhanced DBS check Minimum age 18 years

### **Role Summary**

To work under the direction of the registered nursing staff, assisting the hospice team in providing care and support to patients, their families and carers

### **When we need you to be available**

There are a range of shift times available each day of the week including weekends

Daytime	08.00 – 12.00; 12.00 – 16.00;
Evenings	16.00 – 20.00; 19.00 – 23.00
Nights	Hours negotiable between 22.30 – 06.30

### **Skills, knowledge, abilities and qualities**

- Good interpersonal/verbal communication skills and sensitive to the needs of others
- Experience working with adults/families
- Understanding of essential care needs and able to participate in the provision of care for ill people
- Have a genuine interest in people and be able to initiate and engage in conversation that matters to the person
- Able to listen comfortably/talk easily with people in a relaxed, friendly manner whilst being comfortable with silence, recognising when people need quiet space
- Enjoy/can lead creative or diversional activity that holds a significance for others
- Comfortable working as part of a team under the direction of a team leader
- Calm, welcoming and able to adjust to changing priorities
- Polite and clear telephone manner
- Smart presentable appearance
- Punctual and committed to attendance at agreed time and dates



### **What we would like you to do**

- Have an open, caring approach towards the patient and those that matter to them, whilst being sensitive to their need for privacy
- Receive handover of individual patient needs specific to your role at start of shift
- Work under the supervision and direction of the named lead person in the department and provide timely feedback on the support you provide to maintain continuity of care
- Alongside clinical staff, help to support patients with activities of daily living including for example assisting with hygiene needs, movement, eating and drinking and recreational activity
- Enhance the wellbeing of patients and those that matter to them by supporting the creation of special memories through events, activities, food and drink. This might include for example: reading, conversation, board games, music and crafts, taking refreshment orders
- Provide support for the Inpatient Unit reception, answering the telephone, taking accurate messages, welcoming visitors and escorting people to other parts of the hospice.
- Support the team in maintaining a tidy and welcoming environment including for example: keeping rooms clutter free including IPU kitchen, removing wilting flowers
- Provide feedback to the nursing team on how to enhance the experience of patients and families

### **What we will provide:**

- The support of a buddy/mentor to support and guide you
- Opportunity to further develop knowledge, skill and confidence
- Invitation to regular team meetings
- Training to keep you and others safe
- Specific training/orientation to the role including for example: communication skills, foundations in clinical care, bereavement/grief workshop
- Regular meetings to discuss the role, experiences and any ideas or feedback you have

### **General Requirements**

- Undertake mandatory training and additional development applicable to the role.
- Be friendly, respectful and courteous to patients, visitors, staff, customers and other volunteers at all times
- Communicate effectively with all those using hospice services ensuring the team receive any relevant information
- Ensure the information you have access to as part of your role is kept secure and confidential; this includes information related to patients, family members, carers, volunteers and staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance



- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm by advising staff of any concerns.
- Maintain appropriate and respectful relationships with all those accessing or involved with hospice services
- Act in a way that upholds the hospice's values which are:
  - Patients are individuals and have a right to respect, privacy, dignity and choice
  - Staff and volunteers are vital to the hospice's success, and it is their contribution which provides the hospice with its quality service and reputation
  - Our services should be focused on meeting our patients' requirements
  - Value for money is achieved making the most effective use of available resources
- Ensure personal actions and conduct apply with hospice policies and procedures
- Only use equipment relevant to your role when you are competent and confident to do so
- Ensure effective use of hospice resources whilst undertaking your role

**Review of this role description**

This role is intended as an outline of general areas of activities and will be amended in the light of changing needs at the hospice.