

Volunteer Role Description

Volunteer Title:	Ward Volunteer
Department:	The Ward; non-clinical
Volunteer Supervisor:	Support Services Business Manager
Essential requirements:	A Standard DBS Check To be physically able to carry out the role.

Aims: This is a varied role which aims to ensure that people receiving care are engaged and interacted with during their admission in a range of non-clinical ways. The duties will be dependent upon the individual person receiving care and their own interests, hobbies and needs and the person providing this role should be adaptable in their approach.

To carry out non-clinical practical tasks, within an established shift pattern, which assists the housekeeping team and Ward nursing staff in the general care of those in our care; their families and carers.

When / Where: Monday to Sunday – Morning Shift (9am – 1.15pm); Afternoon (1.30pm – 4.30pm); Twilight (5pm – 7pm); Evening (7pm – 8.30pm). Monday – Friday Shifts can be covered on a regular basis or on a flexi basis; Saturday and Sundays or covered on 1 in 4 rota bases

Main Tasks:

- Having conversations with people receiving care
- Helping to combat loneliness
- Reassuring people by keeping them company
- Meeting and greeting people receiving care and their family and friends
- Escorting people to other parts of the hospice e.g. gardens
- Ensuring people know where to access facilities such as bathrooms and lounges
- Helping people stay in touch with their families and friends using their own technology e.g. smartphones
- Asking individuals for their meal choices and helping Housekeeping staff to serve patients their meals

- Setting up and clearing of meal trays
- Restocking cupboards in the various kitchen areas in the visitors lounge and the ward
- Drinks Trolley round (evening shift only)

Skills and Experience:

- Helping sick and/or distressed people; including those suffering from dementia
- Communication with sick and/or distressed people; including those suffering from dementia

Personal Qualities:

- Demonstrate patience when communicating with individuals and their loved ones.
- Ability to work as part of a team or solo
- Good listening and communication skills.
- Creative and adaptable
- Good time keeping skills

How will my application be assessed?

Informal Interview: Following the return of a completed application form either the Voluntary Services Team or recruiting department will contact you to arrange an informal interview. This will be an opportunity for you to ask any questions about volunteering and for us to find out more about you.

References and DBS Check: As Saint Francis Hospice is committed to ensuring the safeguarding and wellbeing of the people we work with; you will be asked to provide 2-character references to support your application. A criminal record check will also be required for certain volunteering roles.

Benefits

- We have a suite of mandatory training to ensure you are well prepared for your volunteering journey and to ensure the safeguarding and wellbeing of everyone at the hospice.
- A Volunteer Supervisor will be available to provide support, advice and guidance.
- The opportunity to meet new people and make new friends.
- Feel a sense of accomplishment through supporting the work of Saint Francis Hospice.

Equality and Diversity

The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities. Volunteers are also expected to adhere to the hospice's policy on equality and diversity.

Our Values

