

St Elizabeth Hospice

Volunteer Role Description



Role: Community Care Unit Volunteer
Location: Great Yarmouth and Waveney Area
Staff Member Link: TBC

Purpose of Role and Service

To be a member of the Community Care Unit, acting to support patients in their requirements e.g. assisting with drinks/meals. To initiate entertainment, e.g. board games, cards, quizzes, crosswords and current affairs discussions.

Key Activities

- To help patients in from their transport if necessary
- To welcome all patients and escort them around to sit in the day area
- To offer and provide patients with refreshments on arrival and throughout the day as necessary
- To obtain the patients' menu choices if appropriate
- To prepare tables for lunch and clear away afterwards
- To ensure the comfort of patients throughout the day
- To report any patient concerns to staff without delay
- To escort patients as required and assist patients in getting to the location of the entertainment and ensure their comfort throughout the session
- To initiate entertainment sessions, encouraging patients to participate but also being sensitive to their desire to leave the session or take a passive role
- To help patients to their chair or place at the end of the session
- To advise the Community Care Unit staff of any materials which are required to run the session
- To discuss with the Community Care Unit nursing staff any new ideas you may have for the session or any changes you would like to make
- To keep your area of work tidy and clean
- To act as a companion when required

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E - Medical teamwork E - Good communication, listening and people skills D - Creative skills	
Knowledge and Experience	D – Experience of working in a confidential healthcare environment	
Attitudes and Values	E - Outgoing, warm personality	
Qualifications and Training		eLfh Modules - Roles and Responsibilities of a Volunteer, Communications for Volunteers, Health, Safety and Infection Prevention and Control for Volunteers, Data Security Awareness for Volunteers, Conflict Resolution for Volunteers, Fire Safety for Volunteers, Equality, Diversity and Human Rights for Volunteers, Moving and Assisting for Volunteers, Safeguarding Adults for Volunteers, Fluids and Nutrition for Volunteers. Wheelchair Awareness, Food Safety Booklet

DBS – Due to regular contact with patients and / or confidential information this role requires a DBS check