

# St Elizabeth Hospice

## Volunteer Role Description



**Role:** Zest Group Activities Assistant

**Location:** Zest, St Elizabeth Hospice – Zest Friday, X-Change Group, Family Saturday Drop In and Short Break weekends

**Staff Member Link:** Jodie Horwood

### Purpose of Role and Service

As part of the Zest team, to facilitate or assist in the preparation and delivery of activities such as arts and crafts, cooking, sports, music and hobbies at our group sessions. The Zest Groups are every Friday (10.00 – 5.00), Tuesday evening X-Change Group (first Tuesday of the month 16:00 - 20:30), Saturday Family drop-in (monthly 13:30 – 17:00) and Short Break weekends.

### Key Activities

- To facilitate, assist with and/or demonstrate activities with young adults
- To discuss with the team any new ideas you may have for hobbies and other craft activities
- To assist with the preparations for, and clearing up after, the sessions ensuring that the area of work is tidy
- To ensure you have knowledge of equipment needed for the activity and how to use it and be able to relay this confidently to young adults and carers
- To be encouraging to patients to participate, but also to be sensitive to their desire to leave the session or take a passive role
- To assist patients in getting to the location of the session, and to ensure their comfort throughout the session
- To help patients to their chair or place at the end of the session
- To liaise with the Zest team as required
- To report any patient concerns to nursing staff without delay

### 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
<b>Skills and Abilities</b>	E - Craft skills E - Ability to be flexible E - Good interpersonal skills	
<b>Knowledge and Experience</b>	D - Creative background an advantage	
<b>Attitudes and Values</b>	E - Teamwork E - Initiative to instigate activities	
<b>Qualifications and Training</b>		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, Safeguarding for Children.  Other - Wheelchair Awareness

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