

St Elizabeth Hospice

Volunteer Role Description



Role: Community Volunteer

Location: Patients homes

Staff Member Link: Julie Merrett/ Katherine Grogan/Care Coordinators

Purpose of Role and Service

Many patients recovering from a hospital admission or becoming less well at home, will wish to remain at home and will need some support to do so. The hospice will manage a team of volunteers who can provide that support, as a good neighbour may support. **This is not a clinical role.**

Key Activities

- Your skills and life experience mean you will be suited to specific tasks, which you can discuss with us and advise us of your preference. Any practical support would be as helpful as patient support.
- Provide visits in person's home for up to 4 hours, but can be much less. Some people may benefit from several visits in a 24/hr period for a few days by different volunteers, or on a less regular basis, but for a longer period of time.
- Requests for support will be taken for a range of support;
 - Sitting in the home, providing reassurance, company, or relief for a family member needing to rest.
 - To sit with a patient to enable a carer to attend a support group.
 - Practical support in collecting and delivering shopping, collecting medication, dog walking, making a snack or drink, washing up and light house work and gardening.
 - Providing phone contact to the person at home for a check-up or reassurance (dial 141 prior to making any calls using a personal/mobile telephone)
- To be aware of the risk assessment completed for the role and follow recommendations as required. Any risks will be discussed with the volunteer prior to visit.
- To phone/ email the care coordinators following completion of each visit, leaving a message if necessary to confirm the visit has been completed. The care coordinator will record the visit and visitor name onto the patient's record.
- During the Covid 19 pandemic volunteers to follow the hospice guidelines around spacing, masks, testing and handwashing. They will not be asked to visit known Covid positive patients but still take the necessary precautions and be offered the vaccine if not already had.
- To inform the Care Coordinators of changes to the planned visit.
- To make arrangements with the patient/carers directly as to when visits will take place.
- To ensure a family member or friend is aware of what time you can be reasonably expected to return, it is recommended you carry a mobile so they may contact you.
- In an emergency to contact the patient's GP, One Call - 0800 567 0111 or ambulance service as appropriate.
- To wear the identity badge issued by the hospice at all times.

- The volunteer will not accept gifts as hospice policy. Nor give the patient any personal contact details.
- To refer to the short term emotional support service if the main purpose of the visits becomes about emotional support.

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 - Good communication skills, attentive listening.	
Knowledge and Experience	E - Life experience D – experience in a care situation	
Attitudes and Values	E - Warm, caring, approachable, empathic/able to listen carefully	
Qualifications and Training	E – Driving Licence E – 18+ years of age	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, compassionate conversations Ihasco Modules - Food Safety & Hygiene, Lone Working OUT OF the Workplace. PPE and Covid Guidance
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DBS – Due to regular contact with patients and / or confidential information, this role requires a DBS check