

# St Elizabeth Hospice

## Volunteer Role Description



**Role:** Beauticians  
**Location:** Community Care Unit / Zest Services / Inpatient Unit  
**Staff Member Link:** Community Care Unit Team Lead / ZEST Team Leader / Inpatient Unit Team Leader

### Purpose of Role and Service

To be a member of the Community Care Unit / Zest Team / Inpatient Unit team providing Beauty treatments.

### Key Activities

- To provide the following service – facials, manicures and pedicures, massage treatments and make up sessions, dependant on own training and qualifications. (NB Treatments using invasive Aesthetics, non-surgical technologies are not able to be completed at the Hospice).
- To complete comprehensive assessments, in line with own professional standards, prior to treatment and provide treatments based on this assessment
- To report any patient concerns to healthcare staff without delay
- To liaise with the multi-disciplinary team to discuss treatments and risk assess appropriately, as required.
- To assist patients in getting to the treatment rooms, ensuring their comfort throughout the session and to help patients back from the treatments rooms to their chair or place
- To be responsible for the general look and upkeep of the treatment rooms
- To keep the treatment room/s tidy and clear up afterwards, changing linen as required and ensuring that towels, etc. are laundered regularly
- To advise the appropriate team leaders of any materials which are required to run the service
- To discuss with the appropriate team leader of any new ideas you may have for the service, or any changes you would like to make (\*no changes can be implemented without the agreement from the appropriate team leader)

### 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.*

*Please note all volunteers applying for this role are required to read, understand, agree to and sign a working code of conduct prior to starting in this role with the Hospice.*

## Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
<b>Skills and Abilities</b>	E - Advanced Apprenticeship E - Good communication and listening skills E – Pre-treatment assessment skills	
<b>Knowledge &amp; Experience</b>	D - Salon experience E – 2 years' experience of either private or commercial practice	
<b>Attitudes and Values</b>	E – Caring	
<b>Qualifications, Training</b>	E - Level 3 training in specific treatments or equivalent recognised certification E – Training OR understanding of using treatments with patients with life limiting and palliative care conditions. E – Own professional indemnity insurance	ELfH Modules - Roles and Responsibilities  Communications (Customer Service)  Conflict Resolution (inc Lone working)  Health, Safety and Infection Prevention and Control  Data Security Awareness (GDPR)  Moving and Assisting (Moving and Handling things)  Fire Safety  Equality, Diversity & Human Rights  Safeguarding Adults  Other - Wheelchair Awareness

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