

St Elizabeth Hospice

Volunteer Role Description



Role: Hairdresser

Location: Community Care Unit / Zest Services / Inpatient Unit

Staff Member Link: Community Care Unit Team Lead / ZEST Team Leader / Inpatient Team Leader

Purpose of Role and Service

To be a member of the Community Care Unit / Zest Team / Inpatient Unit team providing a hairdressing services

Key Activities

- To provide the following service - cut, trim, shampoo, set and blow dry, depending on own training and qualifications. (NB Perming and colouring are strictly excluded from the hairdressing service)
- To report any patient concerns to healthcare staff without delay
- To assist patients in getting to the hairdressing salon, ensuring their comfort throughout the session and to help patients back from the salon to their chair or place
- To be responsible for the general look and upkeep of the salon
- To keep the salon tidy and clear up afterwards, changing linen as required and ensuring that towels, etc. are laundered regularly
- To advise the appropriate Team Lead 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 hairdressing 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.

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E - Advanced Apprenticeship E - Good communication and listening skills	
Knowledge & Experience	E – 1 years' Hairdressing experience within either a salon or private business environment	
Attitudes and Values	E – Caring	
Qualifications, Training	E - Level 3 Hairdressing 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.