

# St Elizabeth Hospice

## Volunteer Role Description



**Role:** Emotional Well-Being Support Volunteer

**Location:** Telephone support from home

**Staff Member Link:** Emotional Wellbeing Volunteer Support Service (BVSS) Coordinator

### Purpose of Role and Service

To provide telephone support to service users at home, following a triage assessment by the hospice emotional well-being team. Volunteer support will enable the hospice to respond to an increased remit and demand on the hospice bereavement and emotional well-being services.

### Key Activities

- To provide information about your availability to enable you to be matched to service users availability.
- To receive referrals that have been triaged by the emotional well-being team and to offer the recommended support to the service user needing bereavement support.
- To introduce yourself by your full name and hospice title of St Elizabeth Hospice Emotional Well-being Support Volunteer to ensure the service users know who is contacting them each time.
- To contact the service user and arrange a mutually convenient time to have contact. This will ideally be at a regular agreed time.
- To respond to the individual's emotional needs as a result of a bereavement or illness by providing time and a listening space.
- To be aware of the risk assessment completed for each patient and follow recommendations as required.
- To maintain awareness of safeguarding issues and procedures and to report any concerns to staff without delay.
- To complete a report within two days following each visit and email this to the Coordinator and Katherine Grogan. Please do not add any confidential information ie. Names, please use initials only. If you have anything urgent or confidential to disclose then you may call the Emotional Well-being Enquiry line on 0300 303 5196
- To make arrangements with the service user for when the next contact will take place at the end of each contact and to include that as a plan in your notes returned to the above.
- To inform the Coordinator of any changes to the planned contacts ie. if unable to establish contact as planned, or if the service user wishes to end the support.
- To ensure you are able to make your calls in a private and confidential space at home.
- To be aware of your own emotional well-being and resilience, seeking support when needed.
- To complete training provided by the hospice.
- To attend regular supervision and support meetings at the agreed time.
- To be part of the evaluation process and contribute to the development of this new initiative.

### 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**

<b>Attributes</b>	<b>Essential/Desirable</b>	<b>Qualification and training to be provided</b>
<b>Skills and Abilities</b>	E - Good communication skills, attentive listening. E - Basic assessment skills	
<b>Knowledge and Experience</b>	E - Life experience	
<b>Attitudes and Values</b>	E - Warm, caring, approachable, empathic.	
<b>Qualifications and Training</b>	D - Befriending, Samaritan or similar 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.

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