

St Elizabeth Hospice

Volunteer Role Description



Role: Community Care Unit Health Care Assistant

Location: Community Care Unit – Ipswich St Elizabeth Site

Staff Member Link: Community Care Unit Team Leader

Purpose of Role and Service

To be a member of the Community Care Unit Team, carrying out the role of volunteer HCA. This includes offering care and assistance where needed for Community Care Unit patients, including assisting with transfers, mobility, toileting and feeding. To work at all times under the supervision of a registered nurse or allied health professional in order to provide individualised care to patients, respecting patient choice.

Key Activities

- To work under the direction of the registered nurse or allied Health Professional in the Community Care Unit
- To assist in physical care involving all personal care, toileting needs, eating and drinking, mobilisation, and maintaining comfort
- To respect the patients' need for social interaction or solitude whilst in the Community Care Unit
- To provide assistance to the Occupational Therapists, Physiotherapists, Medical and Nursing teams as planned and as required
- To ensure the comfort of patients throughout the day
- To report any patient concerns to the nursing staff or allied health professionals without delay
- To escort patients as required and assist patients in getting to the location of the entertainment or intervention they are attending
- Ensuring patient's comfort throughout the identified entertainment or intervention they are attending.
- To keep your area of work tidy and clean
- To act as a companion when required

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 bedside manner E - Good communication and listening skills E - Infection control	
Knowledge and Experience	E - Experience of working in a hospital or healthcare environment	
Attitudes and Values	E - Medical teamwork D - Health promotion and maintenance	
Qualifications and Training		<p>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.</p> <p>Blue Stream modules - Moving and Handling.</p> <p>Practical – Moving and Handling</p> <p>Other - Wheelchair Awareness, Food Safety Booklet</p>

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