

St Elizabeth Hospice

Volunteer Role Description



Role: Health Care Assistant

Location: Zest

Staff Member Link: Zest Lead Nurse/Zest RN

Purpose of Role and Service

To be a member of the Zest care team, providing assistance with patient personal care and working under the direct supervision of nursing or care staff at all times.

Key Activities

- To work under the direction of a supervisor/mentor from the nursing team to provide assistance with the care, hygiene, toileting, nutrition, mobilisation, rest and comfort needs of patients, enabling and promoting patients independence where appropriate
- To recognise and respect religious and cultural beliefs
- To respect the patients' needs for social interactions, solitude or recreation
- To report to the nursing shift leader at the start and end of each shift, informing and updating staff of any changes or new information about patients and families during your shift with Zest
- To report any concerns about patients to nursing staff without delay
- To keep your area of work clean and tidy - tidy up after care this includes tidying patient's bedroom, bathroom and activity area.
- Assist with engagement in activities and outings as needed.
- Inform nursing staff if emergency e.g. patient at risk of harm e.g. seizure, falling or suddenly unwell – summon help quickly i.e. use emergency call bell or call for assistance
- When no receptionist or if nursing staff are busy, answer telephone and side door
- 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 - Infection control E - Good communication and listening skills	
Knowledge and Experience	E – Experience of working in a hospital 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>Other - Wheelchair Awareness, Food Safety Booklet</p>

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