

St Elizabeth Hospice

Volunteer Role Description



Role: Wish Coordinator Volunteer

Location: Therapy Team

Line Manager: Emily Gage

Purpose of Role and Service

The Wish fund is available to all teams to access to be able to grant wishes to patients receiving care through St Elizabeth Hospice. Staff members can propose a grant or request support on behalf of a patient, for example; travel for a visit to home or a particularly meaningful place, cost/support to organise a special activity at home or the hospice, tickets for an event and costs associated with staff attendance if required. The Wish Coordinator will be the key point of contact for the clinical teams, and will coordinate the requests as and when required. This role will be a remote role as requests will be processed for East Suffolk and Gt Yarmouth and Waveney; there will be the opportunity for hybrid attendance as required at the main hospice in Ipswich.

Key Activities

- To process Wish request applications
- To review the risk assessment and ensure eligibility for funding using criteria supplied.
- Research activities and providers, considering access issues etc.
- Be able to use Microsoft, Outlook, excel and other IT databases as required.
- Use good communication skills, both written and verbal to ensure clear direction for activity
- To document activity electronically as required.
- To report any concerns to staff without delay
- To recognise and respect religious and cultural beliefs

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 managers 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 - Computer literate with experience of using databases including Word, Outlook, Excel E - Able to work on own initiative E - Good liaison and communication skills E - Confident on telephone	
Knowledge and Experience	D - Knowledge of office / admin duties D - Knowledge of, and enthusiasm for the hospice, and it's purpose	
Attitudes and Values	E - Empathetic and good listener E - Good team worker D - Flexible in approach to work E - Attention to detail D - Adaptable to quick changing conditions	
Qualifications and Training		ELfH Modules - Roles and Responsibilities, Communications, Conflict Resolution, Health, Safety and Infection Prevention and Control, Data Security Awareness (GDPR), Moving and Assisting, Fire Safety, Equality, Diversity & Human Rights, Safeguarding Adults/Children Bluestream modules - Display Screen Equipment Compassionate Conversations Training

DBS -

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