Volunteer Role description



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| ROLE TITLE | General Helper |
| DEPARTMENT |  |
| DAYS/HOURS OF DUTY | Between Monday and Friday; depending on activities taking place; could be between 10am and 4pm – in agreement with the Co-ordinator |

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| REPORT TO |  |
| ACCOUNTABLE TO |  |
| KEY RELATIONSHIPS |  |

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| **ROLE SUMMARY**  To provide practical assistance and support to the Pemberton Place team in the care of patients, carers and visitors attending Pemberton Place; to other hospice departments using the facilities within Pemberton Place. |
| **MAIN DUTIES** |
| * Meeting and greeting patients, carers and other visitors.  Making people feel welcome, showing where their coats go, showing them towards the seated areas; or particular room within the building that they are using. * Providing refreshments during the day to patients, carers and visitors. * Sitting, conversing and listening to patients and carers when available to do so. * To accompany patients to the hospice dining room if they wish to use the facilities available. * To use look after the coffee machine, which is available to patients, carers and visitors.  To follow the instructions provided on how to use, clean, clear and restock; including the weekly deep clean. * Obtain refreshment stocks, including the coffee machine stocks from Catering i.e. tea, coffee, milk, sugar, juice, biscuits, coffee beans, creamer – using the forms provided by the catering company. * Operate the dishwasher, following the instructions provided, which includes filling with dirty items, emptying and putting items away, refilling the dishwasher with salt, rinse etc. * Keeping the various ‘public’ areas i tidy, as well as the kitchen. |
| **ESSENTIAL PERSON SPECIFICATIONS** |
| * Good communication and listening skills * To be physically able to carry out the tasks required * To comply with the hospice’s Dress Code for patient care areas.   (full specification appears later on in this role description) |
| **ADDITIONAL REQUIREMENTS OF THE VOLUNTEER** |
| **DBS CHECKS:** a criminal record check will be required for certain volunteering roles.  If this is required a volunteer will be informed during the recruitment process and the process explained.    **CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE**: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matter, during the course of their duty.  This will include legislation and hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.    **VOLUNTEER AGREEMENT:** volunteers receive an Agreement for signing, when commencing volunteering, to show their commitment to adhering to the hospice’s policies and procedures; and other important factors, including those listed below.  A breach of the Agreement will be taken seriously.  Information will be provided and copies of pertinent policies can be made available upon request.    **EQUALITY & DIVERSITY:** The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities.  Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice’s policy on equality and diversity.    **FIRE/HEALTH AND SAFETY**: All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.    **HOSPICE IDENTITY BADGES**:  Hospice ID badges, internal and external, when provided, must be worn at all times whilst on duty.    **SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, volunteers, service users and visitors.  Smoking is therefore not permitted at any point whilst on duty; and volunteers will make use of the same smoking area available to staff.    **REGISTRATION COMPLIANCE/CODE OF CONDUCT:** All employees and volunteers, who are required to register with a professional body to enable them to practice within their profession, are required to comply with the code of conduct and requirements of their professional registration; and maintain their professional insurance cover, if appropriate.    TRAINING: All volunteers, when starting, complete a number of short topics, which are ‘mandatory’ subjects.  There will also be induction training within the department where volunteering.  Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not have access to a computer.  Other training opportunities will be explained by the volunteer’s supervisor from time to time. |

 Volunteer Pemberton Place General Helper

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| **E = ESSENTIAL** | **D = DESIRABLE** |

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|  | **Skills/Abilities/Knowledge** | **E** | **D** |
|  | Able to make hot and cold drinks to a patient’s/carer’s personal preference | √ |  |
|  | Able to put people at ease when meeting and greeting patients/carers coming in to the building | √ |  |
|  | Have good communication and listening skills | √ |  |
|  | Be physically able to carry out general practical tasks (nothing heavy) | √ |  |
|  | Able to read and follow written instructions provided; or remember instructions if verbally given | √ |  |
|  | **Experience** |  |  |
|  | Assisting and understanding people, who have limited mobility and/or limited communication skills |  | √ |
|  | **Other Requirements** |  |  |
|  | Able to have a close rapport with people who have one or more physical changes to their appearance |  | √ |
|  | No allergy or fear of dogs i.e. Pets As Therapy volunteers visiting with their dogs for patients to stroke etc |  | √ |
|  | To be able to comply with the hospice’s Dress Code for those helping in patient care areas – full details provided | √ |  |
|  | To be able to carry out tasks within a team or complete tasks on your own | √ |  |
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