Volunteer Role description



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| ROLE TITLE | Domestic Helper |
| DEPARTMENT | Facilities |
| DAYS/HOURS OF DUTY | To help between the hours the Domestic staff are on duty – Monday to Saturday between 6.30am and 6.30pm; Sundays and Bank Holidays between 8am and 6.30pm. |

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| REPORT TO | Domestic Team Leader – Monday to Friday  Domestic Staff Member – Saturday, Sunday, BHs |
| ACCOUNTABLE TO | Domestic Team Leader |
| KEY RELATIONSHIPS | Domestic Team Leader, Facilities Manager, Domestic staff members, Catering staff, Corporate Services Secretary, Ward volunteers, Nursing staff, patients, families and visitors; hospice staff and volunteers. |

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| **ROLE SUMMARY** |
| Under the direction of the Domestic Team Leader and Domestic staff member to assist the domestic service with cleaning, laundry, patient meal and beverage services – which may be separate to, or in conjunction with, the meals and beverage service the  Ward volunteers assist with. |
| **MAIN DUTIES** |
| **Cleaning**   * To assist in the provision of a cleaning service to specified areas of the hospice.  This may include patient areas, all staff areas and the Pepperell Education Centre. * To follow carefully and thoroughly the detailed cleaning schedules and infection control procedures taught by the Domestic Team Leader and Domestic staff using the Micro fibre method of cleaning. * When helping in patient areas, be sensitive to the needs of patients, families, nursing and medical staff if asked to delay any cleaning chores. * To support and assist the Domestic staff when they undertake deep cleaning of specific rooms and areas, including removing and replacing curtains and other items, especially when staff are adhering to Working at Height Regulations. * To use cleaning materials as per instructions and ensure Domestic Team Leader or Domestic staff are informed of any stock required and any areas needing to be secured at the end of the shift. * To ensure procedures and timescales for non-clinical waste storage and removal is followed carefully.     **Laundry**   * To assist the Domestic staff with the washing and drying of patients’ personal clothing and hospice linen, curtains and towels as required.        * Under the direction of the Domestic Team Leader/Domestic staff to operate the washing and drying equipment in the hospice’s laundry, following specific instructions for the items being laundered. * To assist with the checking in and storage of contract linen. * Report any equipment or other laundry related problems to the Domestic Team Leader.     **Patient Meal and Beverage Service**   * Alongside the Ward volunteers, or solo, follow the procedure for obtaining and delivering patients’ meal and drink choices at defined times during the course of the day.  Returning used crockery etc to the hospice kitchen and carrying out any other associated duties in agreement with the Domestic staff on duty. * If patients need help to eat or drink, ensure the nursing staff are advised immediately. * Give guidance to Ward volunteers as required. * Attend training to obtain and maintain Basic Food Hygiene certificate, if appropriate, as directed by the Domestic Team Leader.     **General**   * Use tact, sensitivity and discretion when assisting near to patients, families and their visitors. * Advise the Domestic Team Leader of any difficulties or issues arising. * Carry out other tasks as identified, and agreed, with the Domestic Team Leader. * Attend, or complete through eLearning, mandatory training when required. * Attend quarterly Domestic Team meetings whenever possible. |
| **ESSENTIAL PERSON SPECIFICATIONS** |
| * Good communication skills * Once taught, to have the ability to remember and carry out the tasks to the required standards. * To have a level of fitness that enables tasks to be completed with ease. |
| **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. |