

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Care Assistant
Department/Shop	Patient & Family Services
Location	The Hospice, Myland Hall
Reporting To	Ward Sister
<p><u>Volunteering at St Helena</u></p> <p>We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.</p> <p>The benefits of being a St Helena volunteer include:</p> <ul style="list-style-type: none"> • The opportunity to develop new and existing skills and gain experience in the workplace • The opportunity to make new friends in your local community • The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement • Full support of a specified line manager within a dedicated team • Volunteering has been proven to help improve mental health and wellbeing and is therapeutic by keeping you active • Regular news and updates about what's happening at St Helena so you feel part of the team • Gives you a sense of purpose – the feel good factor! 	
<p><u>Role summary</u></p> <p>The post holder will undertake support of patients and families under supervision of the shift leader and the nursing team as well as maintain confidentiality at all times.</p>	
<p><u>Main duties of the role</u></p> <p>To participate as a member of the Inpatient team involved in the provision of emotional support to the patients and families. Work alongside both the nursing and catering staff ensuring good communication and liaison between these areas. Be fully orientated to the ward area, and be competent in handling all necessary equipment.</p> <p>Maintaining and Participating in Prevention of cross infection and infection control.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Sign in at Reception on arrival, and sign out on leaving the building. • Wear appropriate supplied uniform that will be laundered by the Hospice. • Ensure that you are wearing an identification badge. • No jewellery other than a wedding band to be worn. • Report to the shift leader at the beginning of the shift, so that you are aware of which patients and family members are appropriate to approach. Use the Patient information folder to find out about the patients likes, dislikes and hobbies. <p>Orientate yourself to:</p> <ul style="list-style-type: none"> • The working environment. • Fire Exit and assembly points. • Call bell system for patients. 	

- Report to the shift leader and work directly under their instruction, co-operatively as part of the team.
- Work with members of the nursing team to assist in the identification and reporting of patient and family needs, physically, emotionally, psychologically, spiritually, and socially.
- Assist emotional support under the supervision of a member of the nursing or interdisciplinary team, ensuring individual needs are met to enhance quality of life. This may include helping feed patients that have no difficulty in swallowing (which will be highlighted by the shift leader).
- Be supportive towards patients and families, using good communication and listening skills.
- Keep company with fearful/unconscious patients.
- Be aware of resources available for social care. Help to provide this care by way of companionship, engaging in conversation, reading to patients, listening to music, walking in the garden and generally participating in appropriate hobbies.
- If you have previous healthcare experience and are able to demonstrate your competency, then you may assist with personal care should you wish to.
- To enable you to do this you will be allocated a member of St Helena nursing staff to report to and be supervised by. It will be compulsory to complete mandatory training online and also practical manual handling on a yearly basis, in line with policies and procedures.
- You must comply with this in order to partake in this enhanced part of the role. Any concerns should be discussed with your nursing supervisor and Clinical Nurse Manager for Volunteers
- Be aware of the need to support catering team with distribution of meals, beverages, if necessary.
- Ensure area around beds are kept tidy and hazard free, removing unused stools, chairs, used crockery trays glasses, mouth care equipment and vomit bowls etc as appropriate.

Training & supervision

The post holder is not required to hold any statutory nursing qualification. You will be invited to attend recommended study and participate in any required training in line with the Hospice, Local and National requirements.

All volunteers are required to complete mandatory online training relevant to the area of their voluntary role.

Experience & qualifications required

Ensure that Hygiene, Health and Safety, and Fire Regulations are adhered to at all times.

Ensure that Hospice Policy is adhered to, copies of which are located on a link on the hospice intranet. You may request a copy if needed from the employed staff if unable to access yourself.

Code of Practice: Where you are a member of a professional body you will ensure that you conform to the professional standards set by that body and keep up to date with registration and continuous professional development.

The post holder is legally required to have regard to the Mental Capacity Act 2005 Code of Practice.

The post holder must be able to demonstrate maturity and an awareness of possible needs of patients, families and interdisciplinary team members. They will be required to demonstrate an ability to relate both in the one-to-one situation and within the group

Personal attributes

- Passionate about St Helena
- Attention to detail
- Good communication skills

- Reliable and trustworthy
- Team player with a friendly outlook
- Tactful, sensitive, flexible and positive manner
- To ensure all information is kept secure and confidential at all times.