

St Helena Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer - MacMillan Information Support Assistants
Department/Shop	Patient & Family Services
Location	St Helena Hospice, including Myland Hall, Tendring Centre and local community
Reporting to	Clinical Nurse Outreach Specialist
<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>To support the OutreachTeam in improving access to palliative care and end of life support for patients with underrepresented, marginalised and hard to reach groups in North East Essex.</p> <p>The role will be based both at the Information Hub in Clacton Hospital and at other St Helena Hospice and Information Hub Sites, so an ability to travel to these sites as and when requested, is a desirable quality for anyone wishing to volunteer for this role. As the role will involve close contact with both Hospice patients and vulnerable members of the public, a full DBS check will need to be carried out before a start date can be offered.</p>	
<p><u>Main duties of the role</u></p> <ul style="list-style-type: none"> • Welcome visitors to the Information Hub. • To explain the resources and services available. • Signposting the visitor to the information they are looking for e.g. locating leaflets, information sheets, books or contact details for other agencies/support groups. • To liaise with local community groups and providing them with information leaflets and support as required. • To top up information in the information network additional sites and follow up requests for information generated at these sites. 	

- To refer more complex cases to the appropriate health professional.
- To accurately take telephone messages and make calls often in sensitive and difficult circumstances
- Maintain appropriate records of visitors to the Information Hub.
- To print agreed literature from the Internet.

Training & supervision

Full training will be provided.

Personal attributes

- Passionate about St Helena
- Sensitive, caring and emphatic
- Excellent communication skills
- The ability to listen in an open-minded and accepting manner
- The ability to cope with a wide range of emotions expressed by visitors in person or by telephone
- Attention to detail and excellent organisation skills
- Reliable, trustworthy and able to maintain strict confidentiality at all times
- Ability to travel to different hospice sites and the local community as required
- Welcoming and friendly outlook, able to work as part of a team and independently