

## Volunteer Task Profile

### Support Volunteer

Background	<p>Quality care and genuine inclusion lie at the heart of hospice care and are an essential part of our service provision.</p> <p>In response to recent service developments, we have created a new and exciting support role that involves working alongside the hospice team to provide support individuals staying on the In-patient Unit.</p>
Role Title	Support Volunteer
Line Manager (job title)	Line Manager : IPU manager
Other key volunteering relationships	Supervisor: HCA on duty
You will need to be:	<ul style="list-style-type: none"><li>• Understanding of and able to respect and maintain confidentiality</li><li>• Able to work within a team</li></ul>
You will need to have (skills):	<ul style="list-style-type: none"><li>• Empathy and the ability to deal with sensitive situations</li><li>• Willingness to undergo both mandatory and role specific training</li><li>• Good listening and communication skills</li><li>• Understanding of the need to preserve patients' dignity</li></ul>
Qualifications, professional skills, and accreditations/memberships/registrations	<ul style="list-style-type: none"><li>• None required</li></ul>
Tasks include (but are not limited to):	<ul style="list-style-type: none"><li>• Daily Handover and debrief with staff</li><li>• To provide drinks and snack to the patient</li><li>• After training, provide hand massage for patients</li><li>• As part of the team, ensure the safety and comfort of patients</li><li>• Facilitating patient visits and access to IPU</li></ul>
Time commitment	<p>4hrs a week minimum – available shifts:</p> <ul style="list-style-type: none"><li>• 9am-1pm</li><li>• 1pm-5pm</li><li>• 6pm-10pm</li><li>• 7.30pm-11.30pm</li></ul>
Disclosure required	Standard DBS check
General Requirements	<p>This role would suit someone who has provided support or been an informal care giver with a warm and friendly approach.</p> <p>Willing to undertake Induction and other mandatory training.</p> <p>Must comply with St Teresa's Hospice Policies and Procedures.</p> <p>All volunteers are required to provide proof of ID and satisfactory references</p>