## E-mailLogo

# Volunteer Role Description

**Title:** Day Therapy Volunteer

**Reports to:** Day Therapy Service Lead

**Accountable to:** Head of Voluntary Services

**Volunteering hours:** 9:00-3:30pm Tuesday and Thursday

**Role Summary:**

Volunteers assist in the effective running of the Day Therapy Service, contributing to the care and support of patients in a range of activities as directed by the Day Therapy team.

**Role Responsibilities:**

* Prepare activities and replenishing the kitchen area, ready for patients arrival
* Participate in the daily hand over provided by team.
* Greet patients in a friendly, warm, and professional manner, ensuring they feel welcome.
* Create a relaxed and engaging environment for patients.
* Spend time with patients engaging them in conversations, actively listening, on an individual or group basis.
* Provide appropriate refreshments for patients throughout the day, preparing the dining area, offering patients a light lunch, and cleaning and clearing away afterwards.
* Respect patient’s independence, but provide assistance when necessary.
* Join, lead and assist patients with a variety of activities e.g. creative activities, gardening tasks, hand massage, nail paint, puzzles and games etc
* Accompany and spend time with patients walking in the gardens, in agreement with the team.
* Act as the ‘eyes and ears’ for the staff Team, closely monitoring the well being and comfort of patients, providing appropriate support when needed or alerting a team member to patient need.
* Tidy up at the end of the session, to include safe storage of equipment, cleaning tables and kitchen area.
* Work alongside team members to assist patients with therapeutic activities such as exercise programmes, group sessions, or nursing and manual handling tasks.
* Raise any worries or concerns regarding patients with a member of staff

**Personal Responsibilities**

* Display a professional and caring attitude at all times
* Seek help/support when needed

**General:**

To undertake training as agreed in relevant areas to help improve your knowledge and skills and to support you to perform your role.

To be aware of the legal responsibility placed on all volunteers by the statutory fire, health and safety regulations – know what has to be done should an emergency situation occur.

To maintain patient confidentiality at all times.

To promote understanding and support of the values and philosophies of the organisation.

To inform the Day Therapy team of unavailability in advance, giving as much notice as possible.

#### **NB**

This role description will be reviewed periodically and may be amended according to the changing requirements of the Department.

**Health & Safety at Work Act**

It is the responsibility of all volunteers to ensure that the requirements of the Health & Safety at Work Act are complied with; safe working practices are adhered to and that hazards are observed and reported to the appropriate manager.

E-mailLogo

**SKILLS AND QUALITIES REQUIRED**

# ROLE: Day Therapy Volunteer

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Abilities / Skills |  |  |
|  |  |  |
| * Excellent communication skills |  |  |
| * Ability to engage people in activities |  |  |
| * Patient focussed |  |  |
| * Intuitive, ability to adapt to people's different personalities & communication styles. |  |  |
| * Very good listener |  |  |
|  |  |  |
| Qualities |  |  |
|  |  |  |
| * Reliable |  |  |
| * Calm |  |  |
| * Confident |  |  |
| * Friendly & welcoming |  |  |
| * Non judgemental |  |  |
| * Good team member |  |  |
| * A willingness to undertake training |  |  |
| * Keen to develop own knowledge |  |  |
|  |  |  |
| Other requirements for the role |  |  |
| * Good ambassador for Prospect Hospice |  |  |
| * Non smoker in performance of duties |  |  |
| * Commitment to the ethos of Prospect Hospice |  |  |
|  |  |  |