



## **Role Description**

### **IPU Hospitality Support**

**Managed by:** In-Patient Unit Nurse Manager  
Liaison Nurse (assigned per nursing shift)

**Overseen by:** Head of Voluntary Services

**Volunteering Hours:** There are three shift patterns available:  
Mornings 8am – 12  
Afternoons 12 – 4pm  
Evenings 6-8pm

This is a role with a low level of direct patient contact. Hospitality Support volunteers provide hospitality services on the In-Patient Unit, serving meals and refreshments and helping to create a pleasant physical environment for patients during their stay.

#### **Role responsibilities:**

- Serving meals, including preparing cereals/toast for patients. Preparing snacks as required
- Collecting trays after meals
- Providing drinks for patients and visitors, including refreshing the patient's water jug
- Assisting nursing staff with patient menu choices
- Recording patients' dietary intake
- Loading/unloading the pantry dishwasher and keeping the pantry and flower room clean and tidy
- In the absence of the regular flower volunteer, arranging fresh flowers, disposing of old flowers, changing water in vases
- Carry out additional tasks at quiet times, including, for example, light laundry and ironing; tidying and restocking cupboards; making up patient admission packs etc

#### **Personal responsibilities:**

- To seek help and support when needed from the Liaison nurse.
- To inform Voluntary Services and/or the In-Patient Unit of unavailability for scheduled duties – giving at least 24 hours notice. (IPU – Tel: 01793 816107)
- To undertake training as agreed in relevant areas to support your development within the role.
- To be aware of the legal responsibility placed on all volunteers by the statutory fire, health and safety regulations – know what to do should an emergency situation occur.
- To maintain confidentiality at all times.
- To act within the scope of your volunteering role at all times.
- To promote understanding and support of the values and philosophies of the organisation

- To share comments or concerns in a timely way; this promotes early resolution and avoids misunderstanding

This role description will be reviewed periodically and may be amended according to the changing requirements of the In-Patient Unit.

### 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 or faulty equipment are reported to a member of staff immediately.

### Skills and experiences we are looking for:

Criteria	Essential	Desirable
<b>Presentation/impact</b>	Excellent first impression. Good ambassador for Prospect Hospice	
<b>Knowledge and skills</b>	Good communication and interpersonal skills – ability to respond appropriately to a range of emotions e.g. distress and anger Awareness of own limitations, and able to recognize the need for onward referral Good organisational skills Ability to embrace equality and respect diversity Able to demonstrate an understanding of the importance of boundaries in relationships with patients and their families Awareness of the impact of life threatening illness	
<b>Experience</b>	Being part of a team Respecting confidentiality	Flower arranging.
<b>Special aptitude</b>	Ability to cope under pressure and multi task Ability to take direction and instructions from staff Genuine care for others Calm and patient	
<b>Disposition</b>	Confident and out-going Flexible and adaptable Reliable and trustworthy Team worker Empathetic	