



Volunteer Role Description IPU Patient Support Volunteer

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

Overseen by: Head of Voluntary Services

Volunteering Hours: 4 hours per week, between 8 and 12am or 6 and 10pm

This is a patient-facing role, providing practical, personal, emotional and social care for patients, working alongside a member of staff

Role responsibilities:

- To report to the nurse in charge on arrival, to be partnered with a Healthcare Assistant for the duration of your shift
- To ensure you are fully briefed on issues of note before beginning your activities, and clarify activities for your shift
- To assist with early morning and bed time routines, enabling patients to prepare at their own pace for either getting up, or settling down to sleep
- To assist members of the nursing team with patient personal care and hygiene needs
- To assist patients with toileting needs, under supervision
- To help patients with dressing or undressing
- To ensure patients are comfortably positioned or settled
- To make up beds as requested by nursing staff
- To be available for patient companionship, providing emotional support or activities as requested e.g. reading, accompanying to a religious service, writing letters etc
- Assisting patients to complete the patient feedback survey
- To accompany patients to the day therapy unit or other planned activities within the hospice

- Patient Support volunteers may also be asked to carry out activities relating to the provision of food and refreshments in the absence of a Hospitality Support volunteer, but this is not a regular part of the role.

Personal responsibilities:

- To seek help and support when needed
- 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 to promote early resolution

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 |
|-----------------------------|---|-----------|
| Presentation/impact | Excellent first impression. Good ambassador for Prospect Hospice | |
| Knowledge and skills | 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 | |
| Experience | Being part of a team Respecting confidentiality | |
| Special aptitude | Ability to take direction and instructions from staff Genuine care for others Calm and patient | |
| Disposition | Confident and out-going Flexible and adaptable Reliable and trustworthy Empathetic | |