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# Volunteer Role Description

**Title:** Carer Support

**Managed by:** Carer Support Lead

**Overseen by:**  Head of Voluntary Services

**Role Summary**: To support the smooth running of direct carer services including individual and group activities.

**Background and context**

Prospect Hospice provides a range of care and support services for people living life with advanced life limiting illnesses. Care and support extends to the families and friends of patients.

Activities will be delivered by Prospect Hospice staff, and will focus on promoting independence and coping, helping people live life as fully as possible with an increased sense of confidence. In addition to planned activities, local people will be encouraged to drop in for information and support.

Volunteers are supported in their day to day volunteering by Prospect Hospice staff.

**Principal duties and responsibilities**

1. To contribute to the development and maintenance of a warm and welcoming environment for all people accessing carer support
2. To assist in identifying opportunities to provide our carer support Needs Assessment Tool to carers and to support them to complete it
3. To support a range of carer related activities, using an empathic approach and listening skills
4. To support the smooth running of carer sessions by providing simple administrative tasks, including making and receiving telephone calls.
5. To prepare the environment including setting up at the beginning of each activity and clearing away at the end of each session.
6. To capture feedback from people accessing carers’ support, using a range of paper and electronic tools.
7. To share ideas and observations with the wider team which enables the team to celebrate successes together as well as identify areas for development.
8. To ensure the Carer Support Lead is aware of planned absences and make attempts to ensure cover is in place through discussion with other volunteers.

**General:**

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 has to be done 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, which promotes early resolution and avoids misunderstanding.

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

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**SKILLS AND QUALITIES REQUIRED**

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| Abilities / Skills |  |  |
| * Excellent communication skills |  |  |
| * Excellent telephone manner |  |  |
| * Ability to engage people in activities |  |  |
| * Previous caring experience |  |  |
| * Intuitive, ability to adapt to different personalities & communication styles. |  |  |
| * Very good listener |  |  |
| * Basic administration skills |  |  |
| * Prior experience of working within a health and social care service |  |  |
| Qualities |  |  |
| * Reliable |  |  |
| * Calm |  |  |
| * Confident |  |  |
| * Friendly & welcoming |  |  |
| * Non judgemental |  |  |
| * Good team worker |  |  |
| * A willingness to undertake training |  |  |
| * Keen to develop own knowledge |  |  |
| Other requirements for the post |  |  |
| * Non smoker in performance of duties |  |  |
| * Commitment to the ethos of Prospect Hospice |  |  |