**Role Description**

**Wellbeing Volunteer**

*Through volunteering your time at Saint Michael’s and Herriot Hospice Homecare you are supporting those in our community at a time when they need it most. Volunteers are integral to our work; and we would love to welcome you to our team.*

1. **Role Purpose**

Wellbeing volunteers are a vital role within the Wellbeing Network in supporting people living with terminal illness, their families, and carers.

The volunteering role is an essential part of our team, and we are now looking to expand the number of Wellbeing volunteers to reach more people. The roles are varied and bespoke, to support the needs of individuals providing reliable social and emotional support to people wherever they need it.

Volunteer roles are designed to support both the patient or client, and their carer to live as well as they can with a terminal diagnosis.

**Wellbeing volunteer roles are delivered as below, however if you have a particular skill that you feel would support us, please get in touch.**

* **The Community Hub at The Lambert** – our newest addition to our volunteer roles, providing support to patients, their families and anyone else that comes in, signposting to our services and offering a listening ear. This role will also work closely with the Food and Nutrition team in the hub.
* **Sitting -** simply staying with the patient, providing respite and empowering their carer to get out for a walk, appointments, or meeting friends.
* **Befriending -** simply being there, listening, supporting with isolation accompanying the individual with their support networks in the community, going for a walk.
* **Driving –** to offer a short drive to medical appointments and to social groups , to pick up prescriptions for the inpatient unit .
* **Groups –** The Wellbeing Network has a range of social groups to offer the opportunity for people to come together to provide each other with social and emotional support. Volunteers are to welcome individuals, offer refreshments a listening ear and support the wider team with collecting feedback about the support received.
* **IPU –** Volunteers to visit patients on the inpatient unit and offer some companionship, reading to patients, sitting with them to provide reassurance, or helping with activities.
* **Armed Forces -** The service also provides befriending support to veterans who have served in the Armed Forces.

Volunteering should be a mutually beneficial role, and we believe that consistency is important, so we hope volunteers will be able to support 2-4 hours per week in whichever role you want to support in – we welcome applicants who want to combine different roles!

1. **Key Tasks**

* Offering companionship and social support either in person or on the telephone.
* Accompanying the person on a walk or other social activity, for example visit a café.
* Support the person with an activity like shopping, carry out some gardening or a light household task.
* Driving someone to an appointment, for example a medical appointment.
* Sitting with a person with a terminal diagnosis to allow their family member or carer to leave the house for a short period or time, for example to allow them to go shopping, attend a medical appointment, have a break or another essential appointment.
* We will ask for feedback about the service and this will be in the form of questionnaires for the client, carer and volunteer this will enable us to plan any further developments to the service.

**NB:**  volunteers may use their own vehicles for where appropriate – after notifying their insurance provider and providing a copy of their driving licence)

**Tasks are not to include (more detail will be given during the training programme):**

* Assisting the person whilst they are using the toilet, dressing, showering (this is considered personal care)
* Giving the person their medication or assisting with their oxygen
* Nursing tasks

It is essential that volunteers adhere to the role description, undertake appropriate tasks only and are clear about the boundaries of this role. If volunteers are unsure about any task they have been asked to carry out, they should contact their line manager for advice. This is to ensure the safety and well-being of both clients and volunteers.

**Overarching responsibilities**

* To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.
* To live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.
* To work in accordance, and fully comply, with our organisational policies and procedures.
* To carry out all duties in accordance with the law, regulations, organisational frameworks, recognised professional guidelines and the have a commitment to FREDIE, integration and collective decision making.

Throughout your time with us we will conduct ongoing employment checks and performance reviews relevant to your role, for example professional registration checks, DBS, appraisals and regular contact meetings.

1. **Person Specification**

**Is this the right role for you?**

**You will be:**

* Sensitive and empathetic
* Friendly and approachable
* Confident in ability to undertake a role that may be emotionally challenging at times.
* Happy working as part of a team, but also happy to work independently
* Confident in following the boundaries of the role
* Strict adherence to confidentiality.
* Confident in escalating any concerns.

**We will:**

* Provide a key contact who will be contactable at any time during the working hours of (Mon-Fri 9-16.00). The key contact will offer responsive supervision if an issue arises during a visit or telephone call.
* Facilitate a monthly group supervision session with a member of the team; this provides an opportunity to for more structured supervision and to reflect with other volunteer visitors, and share your experiences.
* Provide regular one to one review/supervision– giving you the opportunity to reflect on the volunteering experience and receive feedback.
* Ensure you have all the training you need to feel confident in your role.
* Ensure any patient or client you interact with has an up to date risk assessment
* Communicate regularly and effectively with you to ensure you are empowered in your role.
* Provide an up to date suite of policies to support you in delivering your role.

**Getting started and training:**

Interested candidates will be invited to a short interview, which is an opportunity for you and us to get to know each other and understand more about the role, and what an impact volunteering can have.

We offer a thorough and comprehensive training programme, with elements of face-to face and online training, providing you with the skills and knowledge needed to undertake these roles, with yearly updates.

A Disclosure and Barring Service (DBS) check will be undertaken before commencing volunteering.

Attendance at group supervision on a monthly basis.

1. **Terms and Conditions**

Reports to: Wellbeing Team

Responsible for: N/A

Location: North Yorkshire Hospice Care sites