**Volunteer Role Profile**

**Role: Inpatient Unit Volunteer**

**Volunteering location: Herriot Hospice @ The Lambert**

**Department: IPU**

**Line Manager: Nursing Services Manager**

*Through volunteering your time at North Yorkshire Hospice Care you are supporting those in our community who are experiencing terminal illness or bereavement. Volunteers are integral to the work of North Yorkshire Hospice Care and we would love to welcome you to our team.*

*It is essential that volunteers adhere to the role description, undertake appropriate tasks only for which they have been trained 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.*

**About the role:**

A patient facing volunteering role, providing practical, emotional and social support to patients and their loved ones alongside the clinical team. Within the inpatient unit we care for 6 patients at one time as well as providing support to the relatives and visitors. Our patients may be admitted for symptom control or end of life care and the needs of the patients and their loved ones can be variable. The support of volunteers is invaluable to allow us to provide the excellent level of care we do to the those who need it. Having the support of volunteers on the inpatient unit provides an enhanced level of care to our patients and visitors.

**Key tasks:**

* Serving meals to patients.
* Replenishing water jugs
* Serving afternoon tea and refreshments to patients and visitors.
* Greeting visitors and directing them where appropriate.
* Providing company to patients.
* Tend to any flowers, changing water if required.
* Completing admin support and working closely with main reception.
* Answering the door when required outside of usual business hours, such as the weekend.
* Answering telephone calls and taking messages when required.
* Maintaining the cleanliness of the visitors kitchen.
* Adhere to Basic Food Hygiene requirements.

**Key skills/attributes required:**

* Good communication skills
* Good listening skills
* Compassionate and caring nature
* Awareness of maintaining patient’s dignity

**Training requirements:**

1. **To complete Safeguarding training**
2. **To complete Infection Prevention and control training**
3. **To complete Patient confidentiality training**
4. **To complete basic food hygiene training**
5. **Other standard volunteer training as required by North Yorkshire Hospice Care**

**Volunteering Boundaries**

The following boundaries apply to all roles at North Yorkshire Hospice Care and are designed to protect the privacy and wellbeing of patients, service users and volunteers.

**Do:**

* Respect the patient, client or service users as an individual;
* Be prepared to listen to service users and visitors and let them talk;
* Maintain patient, staff and other volunteers’ confidentiality at all times both inside and outside the hospice;
* Let your Line Manager know if you cannot attend your volunteering slot;
* Keep to set days and times unless pre-agreed with your Line Manager;
* Be helpful and sensitive.
* Respond flexibly to the changing needs of the patients, clients and the service;
* Inform your Line Manager of any concerns or incidents such as unusual behaviours or deteriorating health;
* Inform your Line Manager straight away if you are presented with a gift from a patient, service user or family member;
* Maintain a high standard of personal hygiene and awareness of strict infection control procedures;
* Accept that the ultimate responsibility for NYHC affairs rests with the Board of Trustees and paid staff.
* Volunteers may use their own vehicles where appropriate – after notifying their insurance provider and providing a copy of their driving licence.
* Adhere to the Lone-Working policy at all times when working alone.
* Read Volunteer Handbook for more information regarding volunteering including support, training and expenses.

**Don’t**

* Accept gifts from patients, clients, service users or family members as per the organisations gift policy;
* Administer medication or give medical advice;
* Undertake any form of personal care e.g. toileting, washing, dressing, assisting any patient or client with moving and handling;
* Lift or move heavy objects;
* Become involved in family disputes or personal affairs;
* Enforce your own religious or political opinions on a person;
* Give your personal contact details to the patient, client, service user or family members. Any requests for your contact details should be shared with your Line Manager;
* Endorse any products, hospitals, organisations, services or health professionals;
* Undertake any duties that have not been previously agreed.