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| **Volunteer Role Description** | |
| Role Title | Laundry Assistant |
| Location | North Devon Hospice, Deer Park, Rumsam Rd, Barnstaple EX32 0HU |
| Commitment Required | Flexible, but weekly commitment preferred. |
| Hours | Ideally Mondays 10am to 12 noon |
| Reports to | Housekeeping Supervisor |
| Accountable to | Head of Facilities |
| Role Summary:  To assist our housekeeping team in delivering onsite laundry services for our bedded unit, laundering bedlinen, towels and other laundry such as tablecloths | |
| What’s Involved:   * Sorting and folding laundry * Operating the washing machines, tumble dryers, and ironer * Replenishing laundry stocks for the bedded unit * Keeping laundry and ironing room clear and tidy   Key Responsibilities:   * Adhere to hospice policies, procedures and all training undertaken in relation to your role * Actively participate in hospice risk management process in order to help safeguard the welfare of patients, visitors, volunteers and staff * Complete statutory training in accordance with North Devon Hospice requirements | |
| Benefits:   * Know you are helping in a truly hands-on way to support our patients * Experience a side to the hospice not usually seen * Meet new people * Help others within your local community * Regular support and information meetings * Reimbursement of all reasonable travel expenses * Valuable experience, either for personal or professional benefit | |
| Essential Qualities:  Our volunteers need to be friendly and reliable, and sensitive to the hospice environment. This role requires good numeracy and literacy, the capacity to carry laundry loads and the ability to work unsupervised. | |
| Training & supervision:   * Induction and statutory training, prior to commencing the role * Required ongoing training relevant to the role as directed by North Devon Hospice, including health & safety, operation of laundry equipment, moving and handling etc. * All volunteers are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures and guidance relevant to their area of work | |

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| **Person Specification** | **Essential** | **Desirable** | **Method of Assessment** |
| Skills and knowledge | Good level of numeracy and literacy  Ability to work as part of a team  Able to lift and carry washing loads |  | Application form/Interview |
| Experience | Ability to work in a sensitive manner | Experience in healthcare and/or palliative care setting | Application form/Interview |
| Personal Qualities | Friendly, reliable and committed  Able to work unsupervised  Attention to detail  Good communication skills  Commitment to following NDH policies and guidelines  Ability to relate to people from all backgrounds  Flexible and adaptable |  | Interview |
| Additional requirements | A standard Disclosure and Barring Service (DBS) check is required for this role. The hospice applies and pays for this on your behalf. |  | DBS application by North Devon Hospice |

Date: March 2018

Authors: Donna Warlow, Head of Facilities; Kathryn Hills, Housekeeping Supervisor; Volunteer Office