

BEDDED UNIT: CARE VOLUNTEER PROGRAMME

ROLE BRIEF



WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. You want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

THE AIM OF THE ROLE:

The Bedded Unit is a tranquil and supportive environment, offering a person-centred approach to care. Our care volunteers play a vital part in our aim to create memories and special moments for our patients, their families and of course, our staff and volunteers.

WHAT'S INVOLVED?

The roles and responsibilities you will learn as part of the Care Volunteer Programme are:

- Prepare patients for and assist with meals
- Assist patients with their eating requirements
- Prepare and deliver patient and visitor beverages as required
- Assist nursing staff with the hygiene requirements of patients
- Assist nursing staff to reposition patients including using slide sheets
- Change bedding and complete laundry tasks
- Restock and tidy patient rooms
- Unpack patients' belongings
- Restock clinical rooms

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- Observe medical procedures and the use of in-patient unit equipment when appropriate
- Interaction with patients to include sitting with, talking to, reading etc
- Interaction with families and friends to include providing information and orientation
- Offer patients and family members hand massage following training by our therapists
- Answer call bells as directed by nursing staff
- Report any observed patient changes to nursing staff
- Complete any relevant paperwork

HOURS REQUIRED:

You will be required to attend a 4-hour induction training session that takes place on a Saturday morning in April and September every year.

You are then required to complete a minimum of 48 hours of volunteering during the programme (12 weeks) and to complete the Care Volunteer Programme workbook with the support of our staff. We recommend a minimum of 3 hours per shift.

Commitment to a regular shift, or shifts is required

WHAT THE HOSPICE OFFERS:

- A safe, welcoming, and supportive environment
- You will be part of a dedicated and friendly team
- An induction and ongoing training to support you in your role
- An insight into palliative care and the opportunity to support people at a difficult time in their lives
- The opportunity to meet new people
- The opportunity to utilise existing skills or develop and learn new skills
- Regular events throughout the year to meet other volunteers across the organisation and for us to thank you for your contribution
- Reward and Recognition scheme to celebrate your length of service with NDH
- The knowledge you are directly contributing to the care and support offered to our patients and their families we care for
- Upon satisfactory completion of our 12-week Care Volunteer Programme you will receive a certificate of accomplishment
- Reimbursement of reasonable expenses, once agreed in advance

WHAT YOU CAN OFFER US:

- An ability to work as part of a busy team but being flexible and adaptable
- A friendly, calm, approachable and non-judgemental manner
- Be able to maintain confidentiality at all times, have an awareness of, and

maintaining, boundaries

- An emotional resilience and the ability to remain calm in emotionally charged situations
- Excellent communication and listening skills with an ability to relate to people from all backgrounds
- A sensitivity of the emotional impact of a life limiting illness on individuals and their families
- Reliability and consistency
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all infection control measures, including wearing PPE as required, and excellent personal hygiene
- An adaptability to changing trends and requirements

Once you have completed the Care Volunteer Programme, there may be opportunity to take on the full Care Volunteer role. If you are interested, please speak to your Care Volunteer Programme line manager.

Please note: An enhanced Disclosure and Barring Service check is required for this role. The hospice applies and pays for this on your behalf.