

**Volunteer Care Support Worker – Hospice Day Services /Inpatient Unit (IPU) - includes VtC Project Volunteers**

**Location** At St Michael’s Hospice, Bartestree, Herefordshire. HR1 4HA

**Reports to:** Sister / Charge Nurse / Senior Staff Nurse

**Role Purpose:** To assist the Care staff in providing high quality, individualised, palliative nursing care. To support the work delivered by the multidisciplinary team, which strives to enable people to live fully until they die.

**Responsibility Areas:**

**Supporting Care Provision**

All of the below will be under the direct supervision & guidance of a member of the care team at all times.

* To assist care staff in the provision of personal care
* To contribute towards ensuring a safe & comfortable environment for the patient
* To undertake associated housekeeping chores (bed-making, surface cleaning)
* To provide support to patient with their activities and interests/hobbies (music, reading, discussions)

The following may be undertaken, following appropriate training/guidance and only IF requested to do so by a member of the care team:

* Assisting with keeping the ward space tidy, including stock rotation and restocking stores.
* To assist the care staff in enabling the patient to participate in activities away from their bedside/IPU (eg outside in gardens) – walking or using a wheelchair
* To undertake arts and crafts activities with individual/groups (as long as a member of the care team has completed a risk assessment)
* To assist a patient at meal times (as long as a member of the care team has completed a risk assessment and specifically delegated this task for this individual to you).

**Communication**

* Establish & maintain effective communication & working relationships with the Care Team
* Enable patients/ relatives/carers to express what matters to them or concerns them, and ensure this information is shared with the care team
* Recognise own limitations & that of the role (boundaries) when offering support – refer on to care team
* Report any concerns you have to the senior member of staff on duty

**Health & safety**

* Act at all times to promote the safety & wellbeing of patients, visitors & others using the premises in accordance with policies and care staff guidance / instructions
* Ensure the environment is free from hazards and kept clean & tidy – report any concerns to senior nurse on duty.

**Education**

* You will be expected to attend mandatory training sessions identified as being appropriate to this role
* If enrolled in Volunteer to Career (VtC) programme – you will be provided with 60 hours of additional training, full induction programme, an individualised Training Portfolio, and career development support.
* You will have the potential to attend additional courses appropriate to this role / career progression discussions with Ward Sister / volunteer Co-ordinator / lead Teacher Practitioner.

**Person Specification**

1. **Knowledge & Experience**

**Essential**

* Some previous experience of a caring role / working in Hospice setting **OR** if following VtC route – no previous experience required, but attendance on VtC induction is essential BEFORE commencing volunteering shifts
* Can relate to others.
* Can communicate with sensitivity and has active listening skills.
* Works well as part of a team.
* Is committed and reliable.

**This post is conditional to an Enhanced (Barred) Disclosure and Barring Service Check.**

**Applicants must be aged 16yrs or over to fulfil VtC requirements.**

**Equal Opportunities Statement**

At St Michael’s Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael’s, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

August 2024