

St Helena Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Care Choices
Department/Shop	Safe Harbour
Location	Various
Reporting To	Safe Harbour Project Manager

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends with your peers and local communities
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what’s happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel good factor!

Role summary

Volunteer Care Choices are trained volunteers who provide empathetic, non-clinical support to individuals and families affected by life-limiting conditions, including severe frailty and dementia. Their role is to listen, empower, and guide individuals in exploring and documenting their preferences for future care, helping them live with peace of mind and dignity.

This role requires an enhanced DBS check.
Full training is provided.

Main duties of the role

- Conduct home and community visits to patients, providing compassionate and person-centred support.
- Engage with patients to understand their values, priorities, and what matters most to them.
- Accurately document patients’ care preferences using the My Care Choices booklet.
- Initiate sensitive conversations regarding the ReSPECT form and resuscitation preferences, supporting patients ahead of clinical discussions with their healthcare provider.
- Provide guidance and emotional support in funeral planning, respecting individual wishes and cultural considerations.

- Facilitate legacy activities such as letter writing, memory box creation, and other meaningful expressions.
- Direct patients and families to appropriate services through collaboration with social prescribers and Essex Frontline.
- Record and relay relevant observations and updates to the team manager in a timely and professional manner using a digital form provided.
- Uphold strict confidentiality and maintain professional boundaries in all interactions.

Training & supervision

- Completion of a two-day training course.
- Mandatory online training relevant to the role
- Bi-weekly group supervision sessions
- Access to line management for ongoing support
- Enhanced DBS clearance required

Experience & Qualifications required

- Ability to relate to individuals from diverse backgrounds
- Experience in conducting sensitive and compassionate conversations
- Previous experience in health, social care, or other relevant professional settings is beneficial.

Personal attributes

- Passionate about St Helena
- Compassionate and empathetic.
- Strong communication and interpersonal skills
- Approachable and friendly.
- Non-judgemental.
- Able to maintain professional boundaries.
- Reliable and organized
- Ability to maintain good records.
- Common sense
- Able to commit approximately 1-2 hours a week to be mutually agreed with line manager