

# Volunteer Role Profile



Volunteer Role

**Volunteer Ward Support**

Volunteer Manager

**Inpatient Unit Manager**

Where you will be based

**Hospice**

## Why we want you

Our volunteer ward role is designed to provide both practical and social support to patients and their loved ones during their time at the hospice and you'll act as the main point of contact for visitors and incoming calls to the ward, ensuring a warm and welcoming experience.

You will also work closely with the nursing team, as well as housekeeping and kitchen staff, to assist with a range of general activities that help enhance the overall experience for both patients and visitors.

## What you will be doing

- You'll be volunteering alongside members of the multi-disciplinary team on the ward, helping with a variety of duties which could include:
- Greeting visitors and escorting them onto the ward or giving them a tour of the facilities available on site (where appropriate)
- Answering and transferring incoming calls
- Assisting patients to settle into their rooms on arrival, such as helping them unpack (if appropriate)
- Talking with, reading to, or helping patients enjoy puzzles with sensitivity to each individual situation
- Making drinks for patients (as directed by nursing staff) and relatives
- Assisting patients to complete menus
- Assisting with food service
- Restocking and tidying kitchenette facilities
- Preparing folders for patient admissions
- Caring for flowers around the ward
- Supporting the completion of friends and family surveys
- Supporting patients to complete 'Knowing Me' profiles
- Supporting with objective audits i.e. handwashing/environment

## The skills you need

- Committed to our values and helping people
- A good listener with a sensitive and empathetic approach
- Able to understand role boundaries and maintain professional relationships
- Non-judgemental and understanding of individual needs
- Able to maintain confidentiality and confidently raise concerns

- Resilient and able to work in an emotionally challenging environment

### **What's in it for you**

- See first-hand the positive impact your time and support have on patients, families, and visitors
- Make a meaningful difference to patients and those closest to them
- Play a key role in helping provide holistic, person-centred care
- Be part of a friendly, supportive, and compassionate team
- Experience working alongside healthcare professionals

### **Disclaimer**

We are committed to protecting and keeping you safe. Therefore, we have a comprehensive selection, checking and ongoing management process in place. A Disclosure and Barring check may be necessary for this role, which we will carry out. All mandatory training must be completed, and our policies and procedures complied with.