

ST JOHN'S INPATIENT UNIT VOLUNTEER ROLE DESCRIPTION

Area of work:	Hospice Inpatient Unit
Responsible to:	In-Patient Unit Ward Manager Nurses and HCA's on Duty
Accountable to:	Community & Volunteering team

Background

St John's Hospice provides a broad range of palliative care services for those diagnosed with non-curative life threatening and terminal illnesses (e.g. HIV, cancer, renal failure, multiple sclerosis) residing in central, north and west London. The multi-disciplinary team supports people through stages of comparative wellness, progressive illness, treatment and terminal care. There is a range of services offering physical, psychological, spiritual and social support.

The ethos of St John's is to pay attention to and support quality of life with dignity at whatever stage a person accesses the service.

Volunteers are integral to the care offered at the hospice. They bring a breadth of experience, skill and ability to all areas of hospice care. They allow for trained staff to focus on and deliver care to the highest standard possible. A volunteer may be the first person a patient will meet and this will influence their response to being in the hospice and to the care on offer.

Main Duties

The role of the volunteer is to support the structure and organisation of the In-Patient Unit to ensure that every patient and their family members have a positive experience. Volunteers are involved with the running of the Unit Monday – Sunday 8:30am – 7pm.

Volunteers play a vital role in helping patients feel cared about, comfortable and relaxed. There a number of specific responsibilities within the volunteer remit. These may vary in relation to the needs of each patient and the shift time.

Key Responsibilities:

Morning Volunteers:

- Collect menus from volunteers' office. Distribute menus for the following day to patients and assist in filling them in. Ensure that new patients are included. Also ensure that patients who may have arrived late the previous day have menus completed for today.
- Read the notice board in kitchen for any special diets/concerns.
- Fill in two master copies with total numbers for each menu item. Leave one set in the kitchen and put the other copies in folder in kitchen.
- Check patients have water & top up flasks if necessary. Ensure they have clean glasses.

- Make tea and coffee for patients and for their visitors.
- Talk to patients if they are agreeable and if time allows.
- When lunch trolley arrives in the Unit kitchen the volunteers take the meals to the patients.
- Volunteers ensure that patients needing assistance with feeding are only served when a staff member is available to help.
- Collect extra supplies from the main kitchen.
- Collect trays when meals are finished.
- Note in the kitchen message book room/bed numbers where there are uncollected trays and/or unfinished menus.
- Leave a note for kitchen staff near menus and diary reporting shortage of supplies in the kitchen.

Afternoon Volunteers:

- Complete newspaper order for the following day.
- Collect any late lunch trays or unfinished menus.
- Distribute late meals. Sandwiches are available from the Restaurant if lunch has been missed due to hospital appointments etc.
- Ensure there are mugs, cups, saucers & plastic teaspoons at the Coffee Bar, taking supplies from kitchen and ensure that the area is clean and tidy.
- Check patients have water & top up flasks if necessary. Ensure they have clean glasses.
- Make tea and coffee for patients and for their visitors.
- Talk to patients if they are agreeable and if time allows.
- Collect teacakes from main kitchen at 2.30pm.
- Ensure new patients have completed menus for the evening and the next day. The next day menus must be added to the kitchen copy.
- Go to local shops for small items, if appropriate.
- If taking money from patients for purchases, always ask a member of staff to witness the transaction.
- Leave a note for kitchen staff near menus and diary reporting shortage of supplies in the kitchen.

Evening Volunteers:

- Check new patients have completed their menus for supper and for the following day (as per instructions for morning volunteers. The next day menus must be added to the kitchen copy.
- If a new patient has not arrived by the end of the shift, leave a message in the kitchen message book.
- Check patients have water & top up flasks if necessary. Ensure they have clean glasses.
- Make tea and coffee for patients and for their visitors.
- Talk to patients if they are agreeable and if time allows.
- Clear the bed tray-tables to make room for the meal tray.
- When dinner trolley arrives in the Unit kitchen the volunteers take the meals to the patients.
- Volunteers ensure that patients needing assistance with feeding are only served when a staff member is available to help.
- Leave a note for kitchen staff near menus and diary reporting shortage of supplies in the kitchen.

Hours of Work

Breakfast Shifts; 8:30 – 10:30 Morning shifts: 10.30-13.30. Afternoon shifts: 14.00-17.00. Evening shifts: 17.00-19.00. There is a requirement that the volunteer maintains regular contact with the Community & Volunteering team, takes responsibility for communication regarding their role and responsibility, and links into all volunteer programs (induction, meetings, training sessions etc).

Any worries or concerns about patients or the tasks volunteers are undertaking must be reported to the nursing staff a.s.a.p.

Also, please inform the Community & Volunteering team of any such issues.

Person Specification

The following skills are essential:

- Be able to listen and empathise
- Be able to initiate communication and create a welcoming atmosphere
- Possess strong interpersonal and communication skills
- Have a friendly demeanor and confident appearance
- Be presentable regarding dress code (casual smart)
- Be able to cope in a busy environment
- Enjoy meeting and dealing with a variety of people
- Be self motivated and enthusiastic
- Be able to work effectively in a team
- Be able to get involved in activities
- Be able to offer specific skills and abilities such as reading, holding workshops, running classes
- Practical ability to work in a kitchen and serve food
- Ability to recognise the importance of establishing a good rapport with staff
- Ability to maintain regular clear communication with the Community & Volunteering team.

All new volunteers are given a short induction which includes confidentiality policies, evacuation procedures and health and hygiene (safety at work).

Disclosure and Barring Service (DBS) check

This position is subject to a Disclosure and Barring Service check at enhanced level.

Confidentiality

The post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with the draft Code of Confidentiality and the Data Protection Act (1998).

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.