



St. Benedict's Hospice  
& Centre for Specialist  
Palliative Care



South Tyneside and Sunderland  
NHS Foundation Trust



## ST BENEDICT'S HOSPICE AND CENTRE FOR SPECIALIST PALLIATIVE CARE

VOLUNTEER ROLE DESCRIPTION:

**Hospice Volunteer**

**Ward / Day Unit**

## **Volunteer Role Description**

### **Volunteer Title**

Hospice volunteer (ward / day unit)

### **Purpose**

To be a member of the hospice team, working under the direction of the Nurse in Charge. The tasks will be appropriate to the ability and training of the volunteer therefore extending the practical and supportive help offered to patients and relatives.

### **Reports to**

Ward manager / Day Unit manager

### **Accountable to**

Specialist Palliative Care Services Co-ordinator

### **Key Areas of responsibilities**

- To assist staff in serving meals and drinks to patients
- To observe the Hospice confidentiality policy whilst recognising the necessity to operate as part of a multi-disciplinary team.
- To respect the dignity, rights and privacy of patients, families and carers at all times.
- To participate in appropriate training required for the role.
- To attend regular group meetings and/or supervision as required.
- To read, be informed, and carry out your role within all the policies and procedures of the hospice.

### **Key Duties**

- Report to Nurse in Charge for up-to-date information on patients and duties.
- Serve food and refreshments to patients and give assistance if required.
- Collect in dishes and assist with rinsing dishes if necessary.
- Reading to patients, or writing on behalf of patients if needed.
- Encourage and support patients with any hobbies or activities they may wish to do.
- Respond to patients and patients' relatives needs by spending time talking, listening or leaving them on their own as appropriate. Always inform a nurse of any important conversations.
- Take patients out in the grounds (wheelchair) if appropriate. Always inform staff if doing so.
- Report to the nurse in charge any concern you may have regarding a patient.
- Check plants / change water / arrange flowers.
- To greet visitors in a professional and courteous manor.
- Answer telephone in professional manor taking messages as appropriate and bringing any messages to the attention of Nurse in Charge.
- To undertake any other task which maybe considered reasonable and at the discretion of the Nurse in Charge e.g feeding a patient, repositioning a patient before meals so that patient is in a sitting position.
- To assist staff in the moving and handling of patients as directed by hospice staff (if volunteer wishes to and is able to). Volunteers would receive training to be able to move and handle patients. Please note this is not essential to the post.
- Maintain a code of confidentiality in all matters relating to patients and their families.

### **Skill set and Attributes**

- Punctual and reliable
- Patient, warm, calm and friendly

**Pre-employment checks**

Pre-employment checks will be carried out by the NHS Trust Human Resources Department including a DBS check.

**Training and support**

- Volunteers are required to attend statutory and mandatory training updates, and / or complete on-line training
- If at any time you wish to enhance or develop your skills please speak to the Voluntary Services Manager to discuss further.