

## Care and Support Volunteer

Background	<p>Quality care and genuine inclusion lie at the heart of hospice care and are an essential part of our service provision.</p> <p>In response to recent service developments, we have created a new and exciting care and support role that involves working alongside the hospice team to provide personal care and to support individuals staying on the In-patient Unit and/or activities in hospice-led groups at the Woodlands.</p>
Role Title	Care and Support Volunteer
Line Manager (job title)	Line Manager : IPU manager
Other key volunteering relationships	Supervisor: HCA on duty
You will need to be:	<ul style="list-style-type: none"> <li>• Understanding of and able to respect and maintain confidentiality</li> <li>• Able to move and handle patients (after training)</li> <li>• Able to work within a team</li> </ul>
You will need to have (skills):	<ul style="list-style-type: none"> <li>• Empathy and the ability to deal with sensitive situations</li> <li>• Willingness to undergo both mandatory and role specific training</li> <li>• Good listening and communication skills</li> <li>• Understanding of the need to preserve patients' dignity</li> <li>• Experience of providing personal care and willingness to undertake this</li> </ul>
Qualifications, professional skills, and accreditations/memberships/registrations	<ul style="list-style-type: none"> <li>• None required</li> </ul>
Tasks include (but are not limited to):	<ul style="list-style-type: none"> <li>• Daily Handover and debrief with staff</li> <li>• After full training, to assist HCA with operation of hoist</li> <li>• After full training, to assist with personal care and feeding</li> <li>• After training, provide hand massage for patients</li> <li>• To support group and individual activities e.g. tai-chi or exercise class, playing cards or board games, walks round the garden, conversation, crafts</li> <li>• As part of the team, ensure the safety and comfort of service users</li> </ul>
Time commitment	<p>IPU 9:00am-1pm or 1pm-5pm or 6pm-10pm 7 days a week</p> <p>W-B Hub 9:30am-1:30pm or 1pm-4pm Mon-Friday</p>
Disclosure required	Enhanced DBS check with check of the adult barred list
General Requirements	This role would suit a Registered Nurse, healthcare assistant, or an experienced care giver, with a warm and friendly approach.

	<p>Willing to undertake Induction and other mandatory training. Must comply with St Teresa's Hospice Policies and Procedures. All volunteers are required to provide proof of ID and satisfactory references</p>
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