

Role Description

Job Title: IPU Volunteer	Location: Hastingwood Road, Hastingwood, CM17 9JX	Hours: A weekend or evening shift but with some flexibility where possible	Team: IPU
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Reporting to:	IPU Manager or the Nurse in Charge & Volunteer Supervisor re day-to-day support
Accountable to:	Volunteer Supervisor / IPU Manager
Key working Relationships:	Multi-professional team members Other volunteers Patients and Families

About St Clare Hospice:

St Clare Hospice is a charity providing specialist palliative care for people living with terminal or life-limiting illnesses across West Essex and the east Hertfordshire border. We care for patients and their families, providing physical, emotional, social, psychological and spiritual support, and ensuring they have timely access to skilled, compassionate and sensitive care in a place of their choice. Our services are free of charge to those who need our care but cost over £8.1million a year to run. With limited NHS funding we need to fundraise the majority of this each year through donations and other voluntary sources.

The difference you will make:

Your support will help us meet our strategic aims of:

- Reaching significantly more people who are facing death, dying and loss in our local communities.
- Supporting our communities to become more resilient, to support each other and to remain independent for as long as possible.
- Seeking partnerships with other organisations to deliver better care for our patients.

Summary of Role:-

To be part of a team, by supporting patients and their relatives, which provides a supporting and listening environment for their questions and concerns.

To be a non-clinical team member that focuses on practical and emotional needs of our patients and their families whilst the nurses provide the clinical care such as: Answering doors, meet and greet, offer and make refreshments for visitors and create a welcoming space.

Key Tasks:-

- Support new patients and families in helping them settle into the IPU, inform them of processes around food, visiting and answering questions.
- Work with nurses to identify where volunteer support is required.
- Have an informal handover by one of the team to discuss patients' needs i.e. oral care, behaviour due to pain etc.
- Help to make beds and ensure the linen trolley is well stocked.
- Clean specific areas or items of equipment as directed.
- Ensure patient's bedside trolleys and tables in the family room and main IPU area are always clean and tidy. Ensure water jugs are full, and flowers are watered.
- Sit with a patient, listen to them, provide comfort reassurance and support if required. This may involve reading to patients or writing letters for them.
- Be involved with creative therapies and giving hand massages following internal training.
- Support staff in preparing refreshments for patients and their families, as required.
- Check with nursing staff, if reception advises of any visitors or relatives who have arrived, to establish whether it is convenient for them to visit at that point or whether they need to wait.

- (Only relevant at certain times of the day) Support in administering alcoholic beverages with guidance from nursing staff to patients and their families when appropriate.
- Support in ad-hoc admin tasks i.e. answering the doors / receipt of parcels or deliveries.

The skills / experience / personal qualities you will need:

- You will need to have very strong listening and communication skills. Be empathetic, positive, helpful and happy to 'go the extra mile' to support patients, families and colleagues.

The benefits you can expect:

- Become part of a passionate and supportive team.
- Be part of the wider hospice and the volunteer framework of support.
- Help make a real difference to people living with a life-limiting illness.
- Gain new experiences and develop skills and confidence.
- Meet new people.
- Spend your time doing something that is worthwhile and rewarding.
- Day to day support from a designated member of staff.
- Travel expenses can be reimbursed when agreed in advance.

The training and support you will be given will include:

- You will receive an overall Hospice Induction and a day-to-day Induction from your Volunteer Supervisor.
- You will be inducted by a member of the team.
- You will need to complete your competencies as part of your induction.
- You will need to complete some face-to-face training before starting to volunteer, which includes Safeguarding.

Mandatory training (organised by the Volunteer Development Team):

- Induction to the Hospice.
- Safeguarding.

How to apply:

- Complete our short online application form here: <https://stclarehospice.org.uk/st-clare-volunteer-application-form/>
- Or contact Carolyn Johnson, Volunteer Development Team Administrator by phone: 01279 773704 or email: volunteer@stclarehospice.org.uk