

End of Life Companion

Volunteer Role
Description



HELPING ST MARY'S
HOSPITAL DO MORE

Purpose of the role:

To assist the provision of a supportive and peaceful presence to patients who are dying. Volunteers will assist with information gathering, companionship and help inform a patient's care plan focusing on their individual needs.

Skills/experience required:

- Experience of being in a hospital or hospice environment
- A friendly, positive, adaptable and approachable manner
- Ability to be empathetic, patient and calm in difficult situations
- Awareness of the impact of bereavement
- Ability to follow instructions and be flexible
- Ability to make useful notes and provide accurate feedback to staff
- Ability to act on own initiative within set boundaries
- A good listener
- Excellent communication and interpersonal skills
- Developed sense of self-awareness, resilience and resourcefulness
- A sensitive approach to the diverse range of service users, and an ability to respect privacy and be non-judgmental

Key tasks:

- As directed by your Volunteer Supervisor at the start of each shift, visit wards to:
 - Provide support to patients and families by offering companionship, and comfort, and complementary therapy e.g Hand Massage (where trained)
 - Be respectful and responsive to the patients family and friends
 - Engage patients in conversation, reading, basic personal grooming such as brushing hair or doing make up, or activities as appropriate to encourage a positive distraction
 - Offer to undertake errands or tasks to support the patient or family such as making drinks/refreshments, sign-posting to other services and facilities etc
 - Take time to be a companion to patients referred to you, building a supportive relationship with them
 - Report any concerns, feedback and issues as required to ward staff, Palliative Care, or other appropriate team
 - To maintain a record of visits to patients, visitors and staff on wards and feedback to your Volunteer Supervisor about these visits (using a Feedback Form)
 - Identify those patients who require religious, spiritual and/or additional pastoral support and report those patients to ward staff or Palliative Care team
 - Liaise with hospital staff to help contribute to a positive experience for all patients and those important to them

Apply online via our website: www.imperialcharity.org.uk/volunteer

Application deadline: Thursday 3 October 2019 11pm

Selection Event: Wednesday 9 October 2019 10am -12pm (approx)

About Palliative Care:

When an illness is no longer considered curable our palliative care team provide support and care to patients, their relatives and carers. We aim to maintain quality of life, provide relief from pain and distressing symptoms, and offer help to live as normally as possible. Palliative Care provides holistic assessment and develops supportive plans delivered by a diverse, multi-disciplinary team. This includes, our psychology team, therapy teams, chaplaincy, welfare & social services and community partners.

Time commitment:

Ideally we are looking for individuals who can volunteer for **2 hours once a week** on a weekday, shifts are available at the following times,

Monday to Friday:
10am - 12pm
2pm - 4pm

We ask volunteers to commit to six months with us initially.

You must be at least **18 years old** to apply for this role

The Volunteer Appointment Journey For This Role

Application

Complete the application for this role, available online at www.imperialcharity.org.uk/volunteer by Thursday 3 October

Selection

Application forms will be reviewed with a view to inviting applicants to attend a selection event on Wednesday 9 October



Vetting

Applicants who are successful at the selection stage will have references requested and complete a DBS application.

Induction

Once vetting is successfully completed, new volunteers will be invited to attend a Core Training session as part of our induction journey for all new volunteers. Further role specific training will be provided to support volunteers.



Start Volunteering

Once new volunteers have attended their Core Training session they will be able to start volunteering in their new role!

We aim to start your role within three months from the application deadline.

Our expectations for volunteers

What you can expect from Imperial Health Charity as a volunteer:

- A named member of staff as a main point of contact who will support you, manage your tasks, answer questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department, including a dedicated Volunteering Manager based at your main hospital site (which would include contact from us if you are absent from your role)
- An official volunteer uniform to wear whilst volunteering
- Core Training and ongoing role-specific guidance, support and training
- Refresher training courses and additional training opportunities, along with insurance cover to ensure you have a quality, safe and happy experience volunteering with us
- An opportunity to feed back about your experience volunteering with us
- To be treated equally and without discrimination
- For any issues, problems or concerns you face whilst volunteering to be addressed and resolved fairly
- Recognition for your contribution as a volunteer
- Reimbursement of out of pocket expenses, in accordance with our volunteer expenses policy
- Opportunities to socialise and meet other volunteers and staff

What we expect from our volunteers:

- Follow our Code of Behaviour, as contained in the Green Card, at all times
- Support Imperial Health Charity, our hospitals and our partners by carrying out your volunteer role to the best of your ability within the boundaries of the Role Description, organisational policies and training
- Complete a Core Training session and any other training including regular updates as requested
- Successfully complete required vetting checks (including DBS disclosure where required), and inform us if anything in your circumstances changes that might affect having a satisfactory DBS disclosure
- Contribute to and share in the success of the team you volunteer with as well as the wider team of Imperial Health Charity volunteers
- Provide excellent customer service and strive to ensure that every patient or visitor has the best possible experience with us
- Recognise the importance of our patients, donors and NHS staff in supporting the work of the charity
- Uphold Health and Safety by following our policies, procedures and standards
- Maintain confidentiality at all times, including within our hospitals, regarding our activities, the patients in our care, our team and our procedures
- Ensure all activities you undertake as a volunteer do not risk bringing the NHS Trust, Imperial Health Charity or our partners into disrepute
- Be a positive representative of Imperial Health Charity, be accountable for your actions and accept constructive feedback, at all times
- Meet time commitments and standards agreed, and where possible give reasonable notice when unavailable, so other arrangements can be made

What we offer for volunteering with us:

- A full day's core training to equip you for the hospital environment
- Training specifically for this role to help you interact with patients and staff including shadowing staff
- A volunteer uniform and identification
- Recognition for your time spent volunteering through our length of service awards and thank you events
- Out of pocket expenses for travel and refreshments
- Regular communications including a quarterly printed Volunteering Newsletter

Next Steps



1 Apply online at: www.imperialcharity.org.uk/volunteer by **Thursday 3 October 11pm**

2 We will call you once we have received your application to discuss the next steps and answer any questions you might have

3 If your application meets the requirements we are looking for we will invite you to an interview/selection event



volunteering@imperialcharity.org.uk



www.imperialcharity.org.uk/volunteer



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HELPING
OUR HOSPITALS
DO MORE