

Volunteer Role Description - In-Patient Unit Assistant

Arthur Rank Hospice is committed to inclusivity, respect, fairness, engagement and equality of opportunity for our patients and their families, our staff and trustees, our volunteers and our supporters. We value the strength that comes with difference and the positive contribution that diversity brings to our community. We want to ensure that our process and volunteering experience is as accessible as possible so please do let us know if we can support you in any way.

Role Title: In-Patient Unit (IPU) Volunteer

Aim: To provide volunteer cover on the IPU by supporting the staff to serve refreshments and meals to patients and their visitors

Reporting to: Health Care Assistant/ Shift Coordinator/ Housekeeper

Will this role require a DBS check? Yes, standard

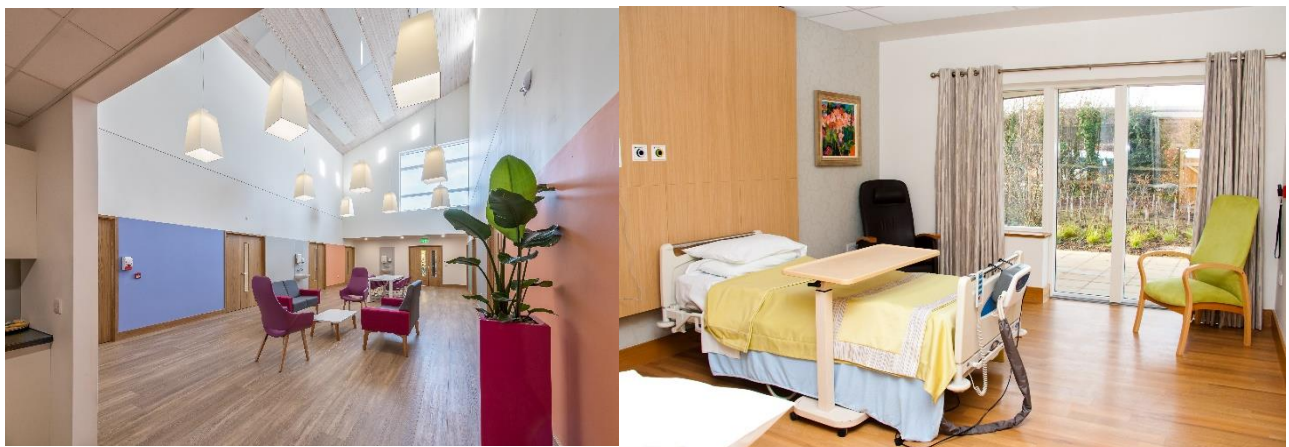
Is there a minimum age requirement for this role? Yes, age 17 with parental/guardian consent if under 18.

Shift: Either breakfast (8-11), lunch (11-2) or dinner (5-8). Shifts can be weekly, fortnightly or on an ad-hoc basis on our IPU Volunteer Bank.

About the ward (In-patient Unit, IPU):

We have 23 beds available with 8 single rooms and a 4-bedded bed in each wing. Each room and shared bay has en-suite facilities and accessible gardens. Usually 60% of our beds are dedicated to patients with complex end of life care needs and 40% are nurse-led beds, to help relieve pressure at our local NHS hospital, Addenbrooke's. Due to the current situation with coronavirus and in response to government guidance we are currently able to provide care to patients in 19 beds.

For more information about our IPU go to: <https://www.arhc.org.uk/supporting-you/care-services/inpatient-unit/>



Main Responsibilities

Meal times and refreshments

- Assist staff to serve meals to patients including taking menu orders (where needed) and distributing meals to patients
- Offer drinks and snacks for patients in accordance with their dietary requirements and needs
- Change patients' water jugs each shift
- Take dirty plates and cups after patients have finished eating to the main kitchen
- Collect any clean cups and cutlery from the main kitchen to stock the IPU

Tidiness

- Help to maintain a clear and tidy environment on the IPU
- Tidy linen store, ensure fresh linen is available in rooms and bays
- Remove rubbish and dirty laundry on the ward
- Assist staff to prepare beds

Other responsibilities

- Assist the IPU by running errands e.g. fetching newspapers for patients
- Be aware of the IPU lounge and encourage patients and families to use it where appropriate e.g. as a place to have meals, read, watch TV
- Stocking the IPU lounge, kitchenette, and visitors' suites and keep it clean and tidy
- Be aware of the Visitors' Kitchen and encourage visitors to make use of the facilities
- Provide a welcoming and supportive environment for patients and their visitors

General Responsibilities

- Telephone the Hospice as soon as possible if unable to fulfil your commitment so that replacement cover can be arranged
- Maintain strict confidentiality at all times
- Be sympathetic to, and be able to project the philosophy and concept of the Hospice
- Attend or contribute to volunteer meetings whenever possible
- To adhere to the Volunteer policies and procedures including health & safety and information governance

Benefits of volunteering in this role

- An opportunity to make a difference and support your local community
- Develop new skills and experiences to add to your CV
- An opportunity to be part of a professional team and contribute to a very worthwhile cause
- A reference that can be used for future employment
- Training and induction relevant to the role
- Out of pocket expenses will be reimbursed

Person specification

Applicable to all roles	Role Specific
To be non-judgemental, kind and compassionate in all your interactions	Task orientated and happy to keep busy
To ensure you maintain confidentiality	Comfortable being proactive once directed
To adhere to the boundaries of a volunteer role	Good at working well as part of a Team and being flexible dependant on who you are working alongside – everyone makes a job their own and does things a little differently!
To be proactive in seeking support or supervision when needed	Resilience and an excellent understanding of boundaries

What our volunteers say about this role:

Above all (my role involves) giving Patient's "time" and understanding; making sure they are comfortable. It is extremely rewarding and satisfying; you meet so many like-minded people. Over the years I have met many wonderful Patients and Families and Staff and Volunteers who have become great friends. If you are thinking of becoming a Volunteer - just do it! you will be SO glad you did. It is satisfying, rewarding and the camaraderie is wonderful.

Jenny, Volunteer on the IPU (left)



If you're interested, please email or phone our Volunteer Team at:

volunteer@arhc.org.uk

01223 675872

