

## **Role – Caring Communities Volunteer**

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.

**Aim:** To visit patients, known to Arthur Rank services in their homes to offer companionship and help with small tasks around the home, or alternatively to support with weekly telephone calls.

**Reporting to:** Caring Communities Coordinator.

**Shifts:** Variable but visits or calls will be around one hour.

### **Main Responsibilities**

- Visit an allocated patient in their home, or support by telephone, once a week for approximately eight weeks.
- Primarily provide companionship, as well as performing appropriate tasks as required.
- Make sure you take the conversation lead from the patient and do not enquire about their illness unless the patient is happy to talk about it.
- Give feedback to the Hospice staff on how the first meeting went.
- Report back to the coordinator on any issues the patient is experiencing of a practical nature, so that they can be signposted to appropriate available services.
- Attend supervision meetings at the Hospice every six weeks.
- Follow the guidelines in your handbook for lone working and inform the Hospice of your arrival and departure at the patient's home.
- Inform the patient that they should contact a GP or the emergency services if they are unwell.

### **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.
- To support the Hospice in its aims and missions.
- Attend or contribute to volunteer meetings whenever possible.
- To adhere to the Volunteer policies and procedures set out in your training and induction.
- Inform the Hospice if you are concerned about anything during your visit and be aware of safeguarding procedures.

### Appropriate tasks

It is expected that home visits would be for one to two hours, dependent on your availability and the length of visit appropriate for the patient. The main essence of your visit is to provide companionship, but we accept you may be asked, or would like to offer help in other areas. The following are guidelines to acceptable tasks you may be requested to undertake, however please be mindful that these should not impinge on the time you spend one to one with the patient:

- Making a hot beverage.
- Light household tasks such as washing up.
- Assisting with correspondence.
- Directing to support services which may be of benefit.

### Benefits of volunteering in this role

- An opportunity to make a difference in the community and alleviate patients' feelings of loneliness and isolation.
- Develop new skills and experiences to add to your CV or university application.
- An opportunity to be part of a professional team and contribute to a very worthwhile cause.
- Training and induction relevant to the role.
- Reasonable 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	Comfortable talking to patients and a good listener
To ensure you maintain confidentiality	Confident volunteering individually
To adhere to the boundaries of a volunteer role	Respectful and reliable
To be proactive in seeking support or supervision when needed	Ability to raise issues of concern and perceptive in identifying the practical needs of the patient

**Will this role require a DBS check?** Yes, Enhanced

### Availability

As previously mentioned, you will commit to eight week support sessions at a time.

