

Role – Afternoon Tea 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. 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: Afternoon Tea

Aim: To serve afternoon tea and cakes around the ward to patients and their visitors.

Reporting to: Health Care Assistant/ Shift Coordinator/ Housekeeper

Shifts: Around 3pm Monday-Sunday

Will this role require a DBS check? Yes, standard

Are reasonable expenses reimbursed? Yes, speak to the voluntary services team for more information

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

We have 23 beds available with 8 single rooms and a 4-bedded bay 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.

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



Main Responsibilities

- Collect any clean cups and saucers from the main kitchen to restock the IPU
- Prepare the refreshment trolley and collect a cake from the bistro at the beginning of your shift.
- Serve tea and cakes for patients and their visitors in the ward.
- Follow food hygiene standards and infection prevention and control procedures.
- Offer tea and cakes to patients in accordance with their dietary requirements and needs.
- Report to a member of staff on the In-Patient Unit at the start of the shift.
- Inform a member of staff before leaving at the end of the shift. Debrief with a member of staff if there is any feedback to give or concerns about the shift.

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	Comfortable volunteering alone
To ensure you maintain confidentiality	Comfortable moving up and down the ward for an hour at a time
To adhere to the boundaries of a volunteer role	
To be proactive in seeking support or supervision when needed	

What our staff say about this role:

'This role is a little treat for our patients and their visitors who really appreciate a homemade slice of cake and a proper cup of tea in a teapot! Many of our visitors have been taking on the role of a carer so a volunteer taking the time to make them a cuppa and look after them too is really valued.'

What our volunteers say about this role:

I enjoy this role because...

'it allows me be part of the inpatient team in a small way and offer something nice for the patients and their visitors. The staff are always very welcoming and I enjoy having a little chat with patients or their visitors, if they feel like it.'

