

Volunteer Role Description – Living Well Service Assistant **DRAFT**

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: Living Well Service Assistant

Aim: Volunteers are needed to support the patients and staff through hosting, conversation and practical tasks.

Reporting to: Living Well Service Lead

Shifts: Approx 10:15-1 Tuesday mornings, Thursday mornings, 12:45-3:30 Friday afternoons

Will this role require a DBS check? Yes, standard

Is there a minimum age requirement for this role? Age 17

What is the Living Well Service?

The Living Well Services offers a range of support on different days. Before a patient attends, we do a holistic assessment to find out which session will suit them best. We spend time discovering what is important to them and shape their goals together, which makes a real difference to their everyday life.

Find out more here: <https://www.arhc.org.uk/supporting-you/care-services/living-well/>



Main Responsibilities

- Welcome patients into the lounge at the beginning of the session and serve tea and coffee there
- Making drinks/providing refreshments for patients throughout the session
- Proactively spending time with individuals chatting 1:1, being conscious to spend time with different patients throughout the session
- Supporting staff with specific delegated tasks
- Actively participating in group sessions by supporting the Lead practically or participating in the conversation
- Support with packing away the session
- Providing hand massage throughout the session (after training)
- Feeding back any problems or concerns to a member of staff at the end of the session
- Welcome relatives, carers and drivers at the end of the session.

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

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 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 |
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| To be non-judgemental, kind and compassionate in all your interactions | Ability to be an active participant in group sessions of up to 15 people |
| To ensure you maintain confidentiality | Comfortable talking to patients and listening actively in a 1:1 setting as this is an important part of the role |
| To adhere to the boundaries of a volunteer role | Proactive, without needing direction from staff once comfortable with tasks |
| To be proactive in seeking support or supervision when needed | Comfortable having difficult conversations and knowing when to feed these back to staff |

What our staff say about this role:

'This role allows you to really engage with patients on a one-to-one basis, a large part of this role is the social element and the ability to multi task between set roles such as making tea and coffee and welcoming people in but also sitting and having a chat.'

What our volunteers say about this role:

I love volunteering in this role because: *'I enjoy being a part of a team, helping the professional staff in any way that I can. But the best part is the really good quality time that I am privileged to spend with patients, and knowing that, in some small way, I am helping to make a difference.'* Pauline, Volunteer



If you're interested in this role, please email or phone our Voluntary Services Team at: volunteer@arhc.org.uk / 01223 675872

