

Volunteering with Wakefield Hospice...

Role Description:

Wakefield Hospice Dementia Day Care Volunteer

Volunteer role in: Dementia Day Care Services (DDCS)

Volunteer responsible to: Senior Nurse on duty in DDCS

Volunteering location: Wakefield Hospice Day Therapy Unit (DTU)

Supported by: Hospice Dementia Team / Volunteer Services

Summary of Role:

To support the Hospice Dementia team in ensuring people using the service are welcomed, safe and cared for during their visit.

Team work is essential and tasks may include:

- Welcoming the person living with dementia (service user) and their family carers to Dementia Day Care
- Listen and talk with service users and help to involve them in activities and reminiscence therapy.
- Help to serve meals, snacks and refreshments throughout the day.
- Training is provided.

Usual role hours/shift:

1-3 weekday shift(s) - Monday (excluding Bank Holidays), Tuesday (from 09.04.24) and/or Wednesday (all sessions held in DTU - Day Therapy Unit)

Morning session - 09:45am-2:15pm

Afternoon session - 12:00noon-5:15pm

Full Day session - 09:45am-5:15pm

Reporting absences:

If you are unwell, going on holiday or are otherwise unable to undertake your shift, please contact the Hospice Dementia team as soon as possible.

Uniform:

Apron/tabard or volunteer t-shirt (provided by the hospice), flat, closed-toe shoes, volunteer badge, disposable apron (when assisting with meals). For infection control reasons, short sleeves and no jewellery below elbow (except for a wedding ring).

Volunteers must:

- Maintain the Hospice code of confidentiality in regard to service users, family carers, and all business matters
- Observe and implement the Hospice policies on Fire, Health and Safety, Manual Handling, Infection Control, Safeguarding and cash handling, reporting any hazards or concerns promptly
- Participate in mandatory training and training deemed necessary for specific roles
- Enhanced DBS check is required before volunteering can commence

Person specification/skills required:

- Good communication skills
- An interest / knowledge of supporting people living with dementia.
- Activities, arts and crafts, potting, bulb planting, and other seasonal activities.

Volunteers may be asked to help with:

- Prompting with eating and drinking
- Life story work / recordable cards and albums

Main tasks/expectations:

1. Wherever possible attend update meetings (morning session - 9.45am to 10am and/or afternoon 2.15pm to 2.30pm) to determine and understand the needs of the people attending the Dementia Day Care Service (service users). Peoples' needs may change on a weekly basis.
2. Report any concerns you may have about a person's health or welfare (or anything the person may have said that is of concern) to a member of the nursing team.
3. Uphold the confidentiality policy and guidance in all matters relating to the person using the service or their family carer.
4. Maintain good infection control practices at all times - ALWAYS WASH HANDS/USE ALCOHOL GEL BEFORE AND AFTER CONTACT WITH THE SERVICE USER.
5. DO NOT physically assist any service user when you have not received Moving and Handling training.
6. Spend time listening and talking to the service user.
7. Prepare for opening:
 - Setting out cups and saucers
 - Collecting fresh milk and biscuits/cakes (from the kitchen)
 - Arrange seating, tables, cushions, craft area etc.
8. Upon service users' arrival:
 - Greet the service user, ensure their name badge is worn
 - Escort to a seat and offer refreshments
 - Store away unused wheelchairs
 - Complete lunchtime menu and liaise with catering staff

9. Lunchtime:

- Prepare dining tables for lunch
- Assist service users to the dining tables and help to serve meals and drinks
- Only where requested to do so by the nursing team and where the nursing team have explained any problems linked to eating and drinking and given guidance or training, may you assist or prompt a service user with eating and drinking.
- Following lunch, assist service users back to a seating area.

10. Generally during the shift:

- Help to keep service users stimulated by offering recreational therapies e.g. dominoes, game of cards, bingo, reading aloud and crafts or encourage any hobbies or other activities planned by the Dementia Activity Coordinator
- Be generally aware of a person's individual needs and offer assistance and always ensure their dignity
- Offer and provide refreshments and snacks throughout the day
- Only where requested to do so by the nursing team assist people to and from the toilet
- Keep all Day Care areas clean and tidy including the sitting and communal areas, fridge, draws, cupboards etc.
- Report any faulty equipment to the nursing team
- Inform the nursing team if you see any medication on view and in a public area - please do not assume it belongs to a service user and put it in their bag to take home

11. Service users leaving DTU:

- In an unhurried manner, prepare people for home e.g., prompting a toilet visit, assist with putting coats etc. on, gather belongings together etc.
- To undertake any other tasks as requested/deemed appropriate with the nature of the role.
- Any information regarding the service users day during their attendance will be undertaken by the Dementia Hospice Team only, please direct any queries from the family carer to the team.

General responsibilities:

1. To maintain excellent public relations and promote the Hospice philosophy of care in the community.
2. To operate within all of the Hospice's relevant policies and procedures, including health and safety, fire, equal opportunities, confidentiality and Core Values.
3. Wear personal protective clothing as required e.g. disposable apron when assisting with meals and drinks.
4. Volunteers are expected to take responsibility for their own health and safety at work, provide appropriate support to the management team for corporate health and safety issues and report any areas of risk.

Training:

The Hospice is committed to the ongoing training and development of volunteers, aiming to provide appropriate training for all volunteers in order to meet statutory obligations, ensure volunteers are well supported in performing their role and to provide opportunities to undertake additional training for personal development. The Voluntary Services department will ensure that volunteers are informed of, and booked on to, all mandatory and statutory training.

Mandatory and statutory training identified for this role:

- Volunteer Induction
- Mandatory training
- Maintaining professional boundaries training
- Infection Control
- Patient Moving and Handling (specialist volunteer training)
- Food Safety and Hygiene Level 2 (Online course, provided by the hospice)

Optional training

(if you are keen to undertake any of the training below please ask the Voluntary Services department who will arrange this for you):

- Dementia awareness
- Life story work

Note: Additional training needs may be identified and required to be undertaken.

To apply for the role, please complete a Volunteer Application form and return to Sophie Baker, Wakefield Hospice Volunteer Services Coordinator.

Email: vs@wakefieldhospice.co.uk

Post: FAO Sophie Baker, Wakefield Hospice, Aberford Road, Wakefield, WF1 4TS