

Volunteering with Wakefield Hospice...

Role Description:

Wakefield Hospice IPU Health Care Assistant

Volunteer role in: In-Patient Unit

Volunteer responsible to: Ward Manager / Senior Nurse in Charge / Director of Clinical Services

Volunteering location: Wakefield Hospice

Supported by: Ward Manager / Senior Nurse in Charge / Director of Clinical Services / Volunteer Services

Summary of Role:

Working as a member of the Hospice Team, carrying out assigned tasks associated with patient care in support of and supervised by a professionally qualified nurse and/or HCA, in both the In-patient and Day Therapy units.

Usual role hours/shift:

Monday to Sunday. Shifts are typically 9.00am - 1.00pm or 2.00pm - 6.00pm but this can be flexible.

Reporting absences:

If you are unwell, going on holiday or are otherwise unable to undertake your shift, please contact the Volunteer Services department, or the Hospice reception as soon as possible.

Volunteers may be asked to help with:

- Assisting the professionally qualified staff and HCAs in providing patient care and support, during a 24-hour period of care
- Providing a compassionate, holistic approach to the care of patients, families and carers
- Assisting individuals in choosing and participating in activities that are meaningful to them
- Maintaining effective verbal and written communication with all staff regarding patient and family matters, as appropriate.
- Liaison with other Hospice staff to ensure the wellbeing and comfort of the patient.
- Co-operation with the promotion of good staff morale, supporting and assisting all grades and voluntary staff, as appropriate.
- Establishing good liaison with patient's relatives and all visitors to the Hospice.

- Ensuring that any complaints are met with a tactful and sympathetic response and that they are reported in accordance with Hospice policy.
- Reporting accidents involving staff, patients and visitors to the Hospice and submitting written reports on request.
- Participating in daily handover meetings, receiving verbal report from staff or listening to Dictaphone recording
- Participating in the ordering of stores and new supplies, as required, with due regard to economy.
- Being aware of the importance of efficiency and cost effectiveness within the Hospice and acting accordingly
- Any other tasks which may from time to time be requested.

Volunteers must:

- Report to the nurse in charge of the ward at the start of their shift for information on patients or changes to practices
- Report to nursing staff any concerns regarding patients or visitors
- Maintain the Hospice code of confidentiality in regard to service users, their 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

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
- Manual handling training
- CPR training
- Food Safety and Hygiene Level 2 (Online course, provided by the hospice)
- DBS check required before starting in role

Uniform:

Tunic or dress (provided by the hospice) with black trousers or tights, flat, closed-toe shoes, volunteer badge. For infection control reasons, short sleeves and no jewellery below elbow (except for a wedding ring), hair tied back and away from face.

Person specification/skills required:

Previous Health Care work experience essential. A willingness to undertake communication skills training and any other mandatory or supplementary training as deemed appropriate for the role. Volunteers must have excellent communication skills and be able to show tact and sensitivity.

DBS clearance is required before volunteering in patient facing areas and Occupational Health clearance is necessary before starting in this role.

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