# VOLUNTEER ROLE PROFILE

## Ward Volunteer

### About Us

At Rowans Hospice, we provide free person-centred care and support to people in South East Hampshire (including Portsmouth, Gosport and Fareham) affected by life-limiting and progressive illness.

Our team of specialist health care professionals aims to maximise comfort and quality of life for patients and their families, from initial diagnosis and into bereavement, with services provided within the Hospice, at home, and through the Rowans Living Well Services.

Since being established in 1994, we aim to provide a space where families can enjoy special moments and create precious memories together. At the heart of everything we do is compassion – because we understand that kindness and understanding make the biggest difference of all.

Whilst our care is provided free of charge, we are in fact a charity, and 90% of our income is generated by legacies, donations, fundraising and our Retail shops.

In addition to our workforce across our Clinical, Retail and Business Support teams, we also rely on a dedicated team of volunteers to help us deliver our many different services to people at the most vulnerable time in their lives.

### Job Purpose

To serve patients with meals and refreshments under the guidance of the Patient Care Volunteer Coordinator.(PCVC) Seeking and following advice from the PCVC and nursing teams throughout the shift period. To comfort and support distressed patients, their families and friends, passing any counselling responsibility to the Primary Nursing Teams.

### Key Working Relationships

- Ward Volunteer Coordinator
- Patients
- Nursing staff
- Health Care Support Workers

### Key Areas of Responsibility / Key Accountabilities

- To serve and clear away meals and drinks to patients and their visitors. To check that all patients have a clean glass/beaker and that all water jugs are topped up with ice and/or water and changed if required.



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- To demonstrate a consistent level of courtesy and consideration to patients, their relatives and visitors.
- To lay trays up ready for the next meal, ensuring the kitchen area is left ready for the next duty.
- To report information/problems relating to patients initially to a PCVC. If the PCVC's are not available then report to a senior member of the nursing team as appropriate.
- To sign and adhere to The Rowans Hospice Confidentiality Agreement and Volunteer Agreement.
- To adhere to the Code of Good Practice for food handling as contained within this document.
- To adhere to the requirements set out in the Volunteer Handbook.
- To work within the guidelines, policies and procedures of The Rowans Hospice.
- To familiarise yourself with action to be taken in the event of fire – both for you, patients and visitors and to attend in-house Health and Safety training.
- To ensure that any observed actual or potential Health and Safety hazards are immediately reported to the Nurse Co-ordinator or the Volunteers' Hub.
- To keep up to date with all information on the notice boards and message book.
- Ensure you fully understand the duties that are required of you
- Complete annual mandatory training
- Be a positive representative of Rowans Hospice and an ambassador of our work.

**Essential Competencies**

- Empathetic and caring attitude
- Understanding of confidentiality

**Other**

Undertake any duties, which may be reasonably required within the scope of the role. Please note that this job description is not exhaustive, and you may be required to undertake other duties, which are broadly in line with the above key responsibilities. Rowan's Hospice is committed to equality of opportunity and to eliminating discrimination. All employees and volunteers are expected to follow our Code of Conduct and comply with policies and procedures. They must also undertake specific training and assume responsibility for safety relevant to specific roles.

REHABILITATION OF OFFENDERS ACT 1974

This post is subject to an exemption order under the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974.

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