

## Volunteer Day Hospice Support – Role Description

### Phase 2 Role

<b>Purpose of the Position</b>	To aid and support employed staff to ensure patients feel safe, comfortable and special.
<b>Supervisor</b>	Care Services Manager
<b>Tasks Involved</b>	<ul style="list-style-type: none"> <li>✈ Attending briefing in the morning and debrief at the end of the day.</li> <li>✈ Greeting patients.</li> <li>✈ Offering food and drinks.</li> <li>✈ Talking with patients.</li> <li>✈ Loading and unloading dishwasher.</li> <li>✈ Laundry duties.</li> <li>✈ Promoting Day Hospice therapies and other services if necessary.</li> <li>✈ During quiet times, assisting staff with other duties, e.g. tidying Day Hospice resources.</li> <li>✈ Assisting with activities.</li> <li>✈ Assisting with lunch.</li> </ul>
<b>Duty Times</b>	<ul style="list-style-type: none"> <li>✈ We are open to patients five days a week 10am to 3pm.</li> <li>✈ We ask that you are able to dedicate a full day to caring for our patients i.e. 10am to 3pm.</li> </ul>
<b>Desired Skills</b>	<ul style="list-style-type: none"> <li>✈ Ability to respond with understanding to the needs of patients.</li> <li>✈ Patience and communication skills.</li> <li>✈ Confidentiality.</li> </ul>
<b>Benefits to Volunteers</b>	<ul style="list-style-type: none"> <li>✈ Being part of a dedicated team</li> <li>✈ A sense of fulfilment in providing a much needed service.</li> <li>✈ Ongoing training and support.</li> </ul>
<b>General</b>	<p>All KEMP Hospice employees and volunteers are required to:</p> <ul style="list-style-type: none"> <li>✈ Abide by the Health &amp; Safety at Work Act.</li> <li>✈ Respect confidentiality applying to all Hospice areas.</li> <li>✈ Work within Hospice policies and procedures.</li> <li>✈ Comply with the Hospice no smoking policy.</li> <li>✈ Participate in and contribute to team meetings.</li> <li>✈ Co-operate and liaise with colleagues.</li> <li>✈ Always behave in a professional manner, reflecting and maintaining KEMP values as set out in the KEMP Way.</li> <li>✈ Undertake mandatory training.</li> </ul>

### Other requirements

Two references
DBS Check – basic, standard or enhanced dependant on the role
A willingness to undertake mandatory training as applicable to the role

### Mandatory Training

Volunteer Role	DBS	Safeguarding	Food Hygiene	Moving and Handling	Data Security	Infection Prevention
Day Hospice	Enhanced	✓	✓	✓	✓	✓

KEMP is very flexible when it comes to our volunteers. We aim to accommodate your preferred times and days to work around you. All we ask is that you let us know if you are unable to volunteer as planned.

Thank you for taking an interest in volunteering for KEMP - for more information please contact [peopleteam@kemphospice.org.uk](mailto:peopleteam@kemphospice.org.uk) or call 01562 756000.