

## Volunteer Role Profile: Hospice Neighbour Volunteer

**Where:** Community - based in patients homes  
**When:** Maximum once a week, up to 4 hrs, plus travel and write up time and 2 hours group supervision sessions every 4 weeks.  
**Managed by:** Patient and Family Support Team

**Summary of role:** To provide practical and emotional support to patients and their carers in their homes. This role will carry on from referral until the patient's death or the role is no longer required or appropriate.

### Role Responsibilities:

- To provide practical support for Hospice patients in their own homes or in the community and will be based around the needs of the individual. This could include helping around the house, making a sandwich or simple meal preparation, hanging the washing out, collecting a prescription, preparing a shopping list, escorting to appointments, helping with shopping
- To provide emotional support for Hospice patients and their carers and families in their own homes. This could include reminiscing or talking about worries the person may have
- To provide a respite break for carers – sitting with the patient, keeping them company, reminiscing about the past, reading a book, looking at old photograph albums etc.
- During a respite break, you maybe asked to accompany the patient to the toilet and to assist them with personal care – training will be given
- To offer guidance or sign posting if appropriate to help the carer see where they might seek assistance, should this be required
- Adhere to our lone worker policy
- Be flexible to arrange appointments with patients or carers that are mutually convenient
- Attend supervision regularly, using the opportunity for reflective practice
- Discuss any queries, problems or observations with your staff contact
- Submit notes after each session to the Patient & Family Support Team (PFST)
- Adhere to our Volunteering Code of Conduct at all times
- Undertake all training required
- Act as an ambassador for St Catherine's at all times



## What you gain from this opportunity:

- Satisfaction of helping St Catherine's Hospice to support local people and their loved ones when it's needed most
- Full training and support throughout your role
- Understand the patient and family journey and their support needs
- Travel expenses reimbursed
- Chance to boost your CV, including a reference
- Support as part of our expert team and enjoy regular social opportunities
- Long service and annual recognition awards

## What we're looking for:

- Ideally some experience of caring for others, whether personal or professional
- A genuine interest in other people and a desire to help others
- To be a good listener with good communication skills
- Minimum age 18
- A caring, empathetic approach while being able to demonstrate strong emotional resilience
- Able to give one day a week – up to 4 hrs
- Ability to work as part of a team
- Respect confidentiality at all times
- Commitment to continuous development, including regular training
- Have an understanding of Hospice care and philosophy and the ability to contribute to it

## Other requirements:

- Full car driving license and access to a car or able to access public transport
- To have had no close bereavements in the past 2 years

## Criminal Record Check Required:

This role involves regulated activity and is exempt from the Rehabilitation of Offenders Act 1974. You must answer the Exempt Declaration on the application form and you will be asked to undergo an Enhanced Disclosure and Barring Service Check with Adult Barring List check. It is a criminal offence for someone on these lists to work or apply to work in regulated activity.

## Training Provided:

You will need to undertake both our two day Hospice Neighbor, training sessions in order to begin your role, in addition to relevant refresher courses. You will also need to undertake e-learning modules annually.

We also offer extra training courses to support your personal development, within the scope of your volunteering role.

## Want more information?

If you have any questions, please call the Volunteering Team on 01293 447351 or email [volunteering@stch.org.uk](mailto:volunteering@stch.org.uk)

