



LINDSEY LODGE HOSPICE

What is the volunteer role? Well Being Centre Befriender

Where will I be based? - Well Being Centre

Who will show me what to do? - Well Being Centre Manager/Team, inclusive of Volunteer Peers

Who will be responsible for me? -Well Being Centre Manager/Deputy

How often could I be asked to attend and for how long? - One morning per week from about 0900-1200 or one afternoon from 1300-1530 (flexible)

What might I be doing? - Supporting the work of the Well Being Centre by working alongside the clinical team and patients

Key Responsibilities

- Liaise with Wellbeing Centre manager/deputy at the start of your session to catch up on any updates
- Appropriate donning/doffing of Personal Protective Equipment (PPE) as directed
- Assisting patients with signing in/out of the Wellbeing Centre using the electronic system
- Engaging with patients through conversation, quizzes, table top games, crafts etc.
- Preparing and serving hot drinks/biscuits
- Ensuring the main day room and kitchen area is kept clean and tidy inclusive of clearing away and washing up
- Offering patients a pre-lunch alcoholic drink
- Ensuring patients are ready for lunch including checking if the patient would like to use the toilet prior to lunch
- Encourage patients to wash hands and use hand gel before lunch and intermittently through the day prior to touching objects
- Assist nursing and therapy staff as and when required
- Monitor contents of fridge - check all opened items are labelled and dated
- Document afternoon fridge temperature as instructed by staff
- Liaise with main kitchen re supplies
- Undertake kitchen audits as required
- Adhere to Basic Food Hygiene requirements
- Check and tidy lounge after patients have left; return any unused food to the main kitchen
- Direct any patient queries to their named nurse e.g. Health, personal, dietary

What skills/qualifications might help me?

- No formal qualifications are necessary.
- Strong and confident communication skills, with a key skill being a good listener. Also being able to converse with a diverse range of people
- Caring and compassionate nature
- Must be sensitive to patients' needs
- We will need to complete a DBS check

What other things would we like from you?

- To attend meetings and appropriate training (including confidentiality)
- To engage in one to one time with a member of the Wellbeing Centre team as required, for example, supervision style session or review
- To represent Lindsey Lodge Hospice in a positive manner by being smart (clean and tidy) polite and by giving a positive message about the work of the charity
- To wear a volunteer ID badge
- To operate within Lindsey Lodge's relevant policies and procedures
- To take responsibility for your own health and safety (wearing footwear appropriate to your role, e.g. no high heels or open shoes in patient areas) and report any areas of risk
- To reflect a commitment to equal opportunities, equality and diversity

What happens if things aren't working out of if I have a problem?

- Discuss any concerns with the Wellbeing Centre Manager/Deputy. They will try to address and resolve your concern.
- If you are still not satisfied you can take your concern to the Workforce Manager who will try to help.

This document is only intended to help you to understand the role you are volunteering for. There is no obligation on you to undertake this role or on the Hospice to continue to offer it, and you are of course free to leave us at any time (although we very much hope that you won't).

I acknowledge that I have read and understood the role profile.

Name _____ Date _____