



What is the volunteer role? In-Patient Befriender-

Where will I be based? - In-Patient Unit

Who will show me what to do? - In-Patient Team

Who will be responsible for me? - Head of In-Patient Unit

How often could I be asked to attend and for how long? -

As discussed

What might I be doing? - Supporting the work of the In-Patient Unit by working alongside the clinical team and patients.

Key Responsibilities

- Engaging with patients
- Changing water jugs/glasses (depending on patients' needs)
- Preparing and serving hot drinks/biscuits.
- Clearing away and washing up
- Ensuring the kitchen area is kept clean and tidy
- Ensuring patients are ready for their meal, bed and table clear etc.
- Assist nursing staff as and when required
- Monitor contents of fridge-check all opened items are labelled and dated.
- Liaise with main kitchen re supplies
- Tend to any flowers-change water/remove any dead blooms
- Undertake kitchen audits as required
- Adhere to Basic Food Hygiene requirements
- Check Stock in cupboards
- Clean out cupboards
- Additional weekend duties-Working with and supporting nursing staff by answering the door or telephone plus any other duties a required.
- Ward Shopper-purchasing small items for patients from the local supermarket

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, supervision and appropriate training (including confidentiality).
- 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 your Line Manager. 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 _____