

## Patient Support Volunteer Role Description

**Role:** Patient Support Volunteer

**Accountable to:** Nurse Team Leader

**Responsible to:** Nurse Team Lead

**Overall Objective:** To provide social and emotional support as a member of the support volunteer team, in accordance with the policies of Hospice at Home West Cumbria. The volunteer will also follow the guidelines for support volunteers.

**Location:** The Support Volunteer Service covers the area from Maryport to Millom. The exact location will be agreed with the Volunteer Coordinator.

**Hours:** Approximately 2 to 3 hours per week to be agreed between the volunteer and the Volunteer Coordinator.

**Skills required:** No formal qualifications necessary – training will be given.

This is a voluntary position where no pay will be given, however travel expenses will be refunded and out of pocket expenses as agreed with the Nurse Team Leader.

Roles are subject to a 1 month trial.

### **Key Responsibilities:**

1. To visit the patients in their own homes providing social contact, friendship and possibly respite for carers.
2. To undertake organised/planned social outings as agreed with the volunteer and Hospice at Home West Cumbria.
3. To keep records of visits/outings made and send them to the Volunteer Coordinator on a monthly basis.
4. To undertake the necessary training provided free of charge by Hospice at Home West Cumbria.

5. To ensure that patient confidentiality is maintained.
6. To act always in accordance with the aims and objectives of Hospice at Home West Cumbria.

**General:**

1. Respect the confidentiality of any information held in relation to past or present patients, carers, staff and other volunteers.
2. Attend annual Moving and Handling training and Risk Awareness training specific to their role.
3. The organisation is a no-smoking are for staff and volunteers.