

ST CATHERINE'S HOSPICE
VOLUNTEER ADVISOR ROLE

Volunteer Title:	Mill Advisor Volunteer
Team:	Knowledge Exchange
First Line Contact:	Head of Knowledge & Technical
Location:	The Mill at St Catherine's Park

General Description

The Mill at St Catherine's Park features a café on the ground floor and rooms for hire on the first floor for family celebrations, exercise classes, complimentary therapies and craft activities.

This role is based in The Mill Café, which also serves as an information hub and as Volunteer Advisor you will be helping visitors to find support, advice and information as well as offering some basic emotional support to many different people.

Some may have long term or life shortening illnesses; they may be relatives or carers who have been bereaved; they might be lonely and in need of someone to talk to.

The aim of this opportunity is to help create a friendly, welcoming and helpful environment at The Mill.

Duties include:

- To act as a point of contact welcoming patients, their relatives/carers and other visitors into The Mill.
- To seat café visitors at tables and liaise with the catering team.
- To provide directional advice and practical assistance as required by the clients and visitors.
- To display a helpful, friendly and polite attitude to clients, their relatives, visitors, staff and colleagues.
- To provide clear and accurate information using a variety of sources and leaflets.
- To provide a basic level of emotional support as required.
- To assist in general housekeeping duties and creating a friendly atmosphere in the café area.
- To look after information displays, updating leaflets as and when necessary, notifying staff when stocks are low.
- To act as an ambassador for St Catherine's Hospice and to advise visitors of hospice fundraising events and opportunities.
- To refer to appropriate members of staff as per the Hospice guidelines if help is required which is outside the remit of this role.
- To make accurate records of discussions held (Advisor Information Records) for collection and processing by the knowledge exchange team.
- To attend regular 1-1 sessions with senior members of the team and team meetings.
- Appropriate training will be provided.

N.B. the role requires standing for varying periods of time.

Core Skills and Abilities

- Good listening and communication skills essential.
- Patience and tact.
- A caring, sympathetic, sensitive manner and a non-judgmental approach.
- Reliable/dependable/flexible.
- Understanding of confidentiality (working with the hospice policies and procedures)
- Commitment to understanding the needs of people living with any form of physical, mental or social ill-health.
- Have a positive outlook and enthusiastic approach.
- Willingness to help raise self- esteem/confidence through a positive approach.
- Willingness to work without direct supervision.

Qualifications, skills and knowledge required

- Professional attitude when dealing with general public.
- Non-judgemental and commitment to equal opportunities.
- Ability to work as a team member.
- Awareness of confidentiality.
- Smart appearance and reliable.

Physical effort

- May require standing for periods of time when the café is busy.
- Occasionally clearing tables and carrying trays of dishes to support catering team during busy periods.

Hours

- 2 – 4 hours per occasion.

Other Duties & Opportunities

- To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.
- Full support and training provided.
- Work experience particularly towards a career in health and social care.
- Opportunity to develop new skills and interests.
- Chance to meet new people.
- An opportunity to contribute to the development of the Hospice strategy.
- We encourage volunteers to stay for a minimum period of six months to make full use of the training and support offered.
- Volunteers will benefit from the experience of working with people affected by any form of physical, mental or social ill-health and this could enhance their own skills, providing opportunities in relation to future career development or for their own personal development.

PERSONAL GRIEF

Any personal grief resolved sufficiently to perform role and cope in palliative care setting.

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.