

Volunteer Role Profile



St Peter & St James Hospice
Hospice care in the heart of Sussex



Position	Companion Volunteer
Department	Supportive Care
Area of Volunteering	Carer Support

VISION, MISSION AND VALUES

Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show everyone empathy, kindness and respect.
- **Integrity** - We do the right thing, no matter how challenging.
- **Accountability** - We take responsibility for our actions and outcomes.
- **Excellence** - We strive to be outstanding and aim to exceed expectations.
- **Inclusivity** - We welcome and respect everyone.

“Providing the best possible care in the right place and at the right time to everyone who needs us”

ROLE PURPOSE

Carer Support comes under the umbrella of our Supportive Care, which assists our patients with life-limiting illness and their carers through a variety of activities and social, spiritual, and welfare teams. Our team helps people feel calmer, happier, and more in control.

A Companion volunteer will offer support and comfort to carers of hospice patients or to those carers in the community who meet our criteria.

WHAT WILL I BE DOING?

- **Home Visits** - visit the carer and patient at home to spend time with carer, give the carer a break by staying with the patient whilst the carer goes out, or to support the patient with hobbies or interests, e.g., jigsaws, crosswords, watching videos, as appropriate. (no medical or personal care or home help)
- **Telephoning** - calling the carer to check on their wellbeing and allowing them to talk about themselves: their needs rather than the needs of the cared for.
- **Reporting** - provide a summary outlining each meeting with a carer
- **Recording** - updating the Data and Administration department with a brief online report for the carers SystemOne record
- **Attend** – every other month a carer support team meeting and a monthly reflection session

WHAT SKILLS WILL I DEVELOP?

- Enhance knowledge of palliative care activities
- Improve understanding of bereavement support
- Develop skills for identifying and referring to other support services and activities
- Foster effective communication while working as part of a team
- Strengthen interpersonal skills, including listening and empathy
- Manage appointment scheduling using Microsoft Outlook and Better Impact
- Write brief reports for visits, telephone calls, or face-to-face meetings

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WHAT DO I NEED?

- Friendly and approachable demeanour
- Committed, reliable, and punctual
- Strong interpersonal skills, particularly in listening and demonstrating empathy
- Maintains professional boundaries
- Works well as part of a team
- Shows a genuine interest in providing care in a hospice environment
- Proficient writing and documentation skills
- Ability to use email and IT, including Microsoft Office (full training will be provided)

WHAT ELSE DO I NEED TO KNOW?

- Mandatory induction online training (about 7 hours over 3 months)
- Attend in-house induction training (total 2 days)
- Attend an hour team meeting bi-monthly at the hospice and voluntarily attendance of reflection sessions
- Reporting and recording of visits and discussions with carers
- Up-to-date broad understanding of what supportive care services the hospice offers
- Enhanced DBS checked
- Demonstrate hospice values
- Ability to travel – travel expenses can be reimbursed

WHAT TRAINING MUST I DO?

- Mandatory e-learning training modules
- Hospice Induction Training Day
- Companion Training Day at the hospice
- Face-to-face training when required
- Select annual refresher training

WHEN WILL I BE NEEDED?

- Most volunteers commit to a regular day each week, for up to 1–4-hour period
- Approx. timings: telephone calls each 30 mins and home visit 3 hours
- Mon-Fri within the hours of 9am-5pm

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WHERE WILL I BE VOLUNTEERING?

In the catchment area of the hospice covering the following postcode areas of Sussex.

BN6 BN7 BN8

RH15 RH16 RH17 RH18

TN22

WHO WILL BE MY SUPERVISOR?

Michelle Binks, Carer Support Coordinator