

Volunteer Role Profile

IPU Ward Support



St Peter & St James Hospice

Hospice care in the heart of Sussex



Position	IPU Ward Support Volunteer
Department	In Patient Unit (IPU)

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"

Registered Charity Number: 1056114

ROLE PURPOSE

We are looking for volunteers who wish to develop caring skills in a palliative environment. This role is ideally suited for those who have previous experience in a caring setting, for students looking to gain experience to support learning, or those seeking employment opportunities and learning new skills to support their application. You will need good interpersonal skills, a positive attitude and be able to take direction from the clinical team. In your role you will undertake a variety of tasks supporting the clinical team alongside gaining an insight into the day to day running of a palliative care in patient unit.

WHAT WILL I BE DOING?

- **Patient Support** includes talking to patients and families, answering call bells, reading, helping with iPads and serving refreshments
- **Meet and Greet** ward visitors and up-to-date PPE
- **Patient Activity Assistance** supporting patients to attend the Living Well Centre for therapy sessions
- **Ward Housekeeping** changing bed linen, keeping flowers fresh, keeping kitchenette clean, replenishing stock items in bedrooms and stock cupboards
- **Administration** with photocopying, making up information packs, answering the phone, answering reception doorbell and other admin tasks required

WHAT SKILLS WILL I DEVELOP?

- Increase knowledge of palliative care
- Communication - working as part of a team
- Building on interpersonal skills
- Learning new and transferable skills
- Opportunity to volunteer in a care setting

WHAT DO I NEED?

- Be friendly and approachable
- Committed and reliable
- An interest in caring in a hospice environment
- Interact as part of a team

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- Ability to use email/IT

WHAT ELSE DO I NEED TO KNOW?

- Induction training and mandatory hospice training for volunteers
- To volunteer a regular weekly 4 hour shift
- Demonstrate hospice values
- Enhanced DBS checked
- Lateral flow test, twice weekly for volunteering and if you have been vaccinated a proof of vaccination
- Please note there is no available public transport to the hospice site

WHAT TRAINING MUST I DO?

Mandatory e-learning training modules including:

- Safeguarding
- Fire awareness
- Health and safety
- Infection prevention
- Information governance
- Manual handling

Face to face training when required

WHEN WILL I BE NEEDED?

To volunteer for a regular 4 hour shift

WHERE WILL I BE VOLUNTEERING?

St Peter and St James Hospice
North Common Rd
North Chailey
Haywards Heath
West Sussex BN8 4ED

WHO WILL BE MY SUPERVISOR

Alice Thomas, IPU Ward Manager

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