

Ward Support Volunteer



St Gemma's In-Patient Unit provides specialist palliative and end-of-life care to hundreds of local people each year. Patients benefit from round-the-clock care, tailored to their individual needs and wishes. Through specialist knowledge and skills, staff will aim to ease symptoms and address any concerns a patient may have. We care for patient and their family as individuals. The In-Patient Unit consists of two wards, with a mixture of single and shared rooms with en-suite facilities. Our care team includes doctors, nurses, therapists, family support workers and spiritual care staff.

Time commitments	Between 1pm to 8pm Monday to Sunday. Number of hours are flexible dependent on volunteer availability.
Description of the tasks	<p>Ward Support Volunteers support patients, families and staff with day to day ward activities. This is a varied role and tasks will include:</p> <ul style="list-style-type: none"> • Provide a presence or companionship to patients, this may include: playing games, cards, jigsaws, watching films, reading and listening to patients, taking patients into our gardens or to the bistro. • Provide respite to family/carers who would like to take a break, but do not want to leave their love ones alone. • Collecting and restocking ward equipment. • Organising drinks for patients and staff (as appropriate) and ensure that the family/carers have access to refreshments and are aware of facilities available to them. • Assisting with patient choice on menus for meal times. • Responding to the buzzer when staff are busy to check patient's needs. • Signposting patients to the appropriate healthcare contact within St Gemma's. • Support to gather patient stories and feedback to inform and improve service delivery. • Shopping for newspapers and small items from local shops. • Where appropriate, covering the Ward reception, directing visitors and taking phone messages.

Skills and Qualification	<p>Essential</p> <ul style="list-style-type: none"> • Good listening and communication skills. • Ability to show empathy. • Friendly, non-judgmental, caring and compassionate. • Able to work as part of a team and one to one • Reliable, honest and punctual. • Basic administration skills. <p>Desirable</p> <ul style="list-style-type: none"> • Experience or understanding of end of life care.
St Gemma's Values & Behaviours	<p>St Gemma's has a set of values and behaviours to improve the experience for our patients, staff & volunteers. This means that in undertaking this role you are expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values of Caring, Aspiring & Professional.</p>
Training and Support	<ul style="list-style-type: none"> • Attendance at role specific training is required before beginning this role • Volunteers will receive induction and direction from the ward nursing team on a day to day basis. • A named supervisor will be provided to each volunteer. • Support will also be given from our Ward Volunteer Lead and Volunteer Services Manager in regards to communications and updates. • Volunteers will be provided with a comprehensive training booklet which will be used during the induction process. • Quarterly facilitated peer support session. • All volunteers are invited to our Hospice induction program. • Regular training updates in-line with the development of the role. • Regular volunteer events to share ideas and socialise with volunteers and staff.
Reimbursement of expenses	<p>If you volunteer for four hours or more in one day, then we can offer expenses for lunch or travel, up to agreed maximum levels</p>
Contact information	<p>If you would like further information on this opportunity please email Senior Ward Sisters, Denise Kay (denisekay@st-gemma.co.uk) or Clare Dixon (claredixon@st-gemma.co.uk) or for an informal chat please call Charlotte, Volunteer Services Manager on 0113 2185193.</p>