

ST NICHOLAS HOSPICE CARE

VOLUNTEER ROLE DESCRIPTION

Role:	Volunteer Housekeeper
Reports to:	Catering Manager
Frequency:	4 hours per week
Base:	St Nicholas Hospice Care, Macmillan Way, Hardwick Lane, Bury St Edmunds, Suffolk IP33 2QY

Role Purpose

To participate as a member of the catering and ward team. Volunteer Housekeeper is a service that supports the delivery of clinical care. To ensure the ward is tidy, welcoming and that refreshments are available. They provide extra touches which can make a patient's stay in the hospice less stressful.

Key Responsibilities or Duties:

1. To carry out tasks to assist Sylvan ward staff, providing support to Patients, Kitchen and Clinical staff.
2. To participate as a member of the catering team involved in the provision of all meals and other refreshments for patients, visitors and staff.
3. To act within own limits of own competency and authority.
4. To show initiative in all duties and have the ability to carry out tasks without the supervision of a member of clinical / catering team.

Specific features of role:

- Check and rotate stock in the fridge
- Replenish stock from main kitchen
- Wash up manually and loading/unloading of the dishwasher
- Maintain high standards of hygiene, keep all work surfaces and tables clean in the kitchen and patient areas
- Ensure patient tray is clear in preparation for their meals
- Offer frequent refreshments to patients and change water jugs to provide fresh water
- Help tidy and clean patient areas and change patient waste bags
- Help patients make menu choices and report to kitchen, and help deliver the meals
- Assist feeding patients*
- Assist nursing staff in keeping the ward/store rooms and laundry cupboard tidy, and replenish
- Bed making – changing the laundry on patient beds*
- Cleaning of specific items and equipment*
- Change the vase water of flowers and discard withering flowers

- Assist nursing staff with taking or collecting items to and from the West Suffolk Hospital*

*These tasks will be performed once specific training has been carried out and on the request / instruction of nursing staff

Special Features of the Job:

- Volunteer Housekeepers have the opportunity for personal development within STNH
- Access to peer support and clinical supervision

Personal Development (all staff):

Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation. (See separate document for specific mandatory training list).

Health and Safety (all staff):

- All staff has responsibility to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

An extract from the summary of the Health & Safety at Work Act 1979 states:-

"Employees and volunteers at Work: It is the duty of every employee and volunteer while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer".

Governance (all staff):

- Be aware of and comply with all relevant Hospice policies, guidelines and procedures.
- Ensure the maintenance of confidentiality in respect of patient, staff, volunteer, and organisational records.
- Be aware of, and use the procedure to report any complaints, incidents, risks and safety concerns.

General (all staff):

- Act as an ambassador for the charity and encouraging others to do the same.
- At the heart of our strategic vision, our "One Team" approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.

- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

Equality & Diversity (all staff):

- Promote equality of opportunity and diversity
- Promote the rights and diversity of individuals

Management and Administration:

- Receive and pass on messages and information
- Keep up to date with relevant STNH news and information by reading emails and regularly checking information boards
- Participate in inter-disciplinary team working to support individuals both in the hospice and the community.

Notes

The managerial and clinical philosophy of the Hospice is based on a multi-disciplinary approach. Staff and Volunteers regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.

All staff and volunteers must be sympathetic to and able to project the philosophy and concept of hospice care.

The Hospice has in place provision for staff and volunteer support. Staff and volunteers are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Nicholas Hospice Care is very much a community and all members of staff and volunteers are encouraged to support the various social and fundraising events which are part of its day to day life.

This Role Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the Volunteer.