



Non-clinical Housekeeping Volunteer Specification

Responsible to: Health, Safety and Estates Manager

Location: Queenscourt Hospice, Southport

Background:

Queenscourt Hospice is a local charity and the primary provider of specialist palliative care and support to people in Southport, Formby and West Lancashire with a life-limiting or terminal illness. One in three people will be touched by hospice care and in fact Queenscourt Hospice cares for and supports over 1,900 patients every year and also supports patients' families through our *Stepping Stones* programme which provides bereavement support.

Alongside this, Queenscourt Hospice also works with Edge Hill University to provide education to medical professionals in end-of-life care and palliative care. In 2001, we opened the Terence Burgess Education Centre which was named after Terence Burgess, former surgeon to Southport and Ormskirk District General Hospital and the first Chairman of the Queenscourt Hospice board of Trustees.

With less than a fifth of our funding from the NHS, Queenscourt relies very heavily on our community of volunteers and fundraisers to continue to offer their services for free to support our patients with the compassionate care they are used to.

Purpose:

Our volunteers are important to us, and we want to give you the best opportunities possible to ensure this experience is meaningful and enjoyable.

We provide as much flexibility as we can with the tasks required and will keep you informed of new activities and offer dates and times that need filling to suit your availability.

The Housekeepers are an integral part of Queenscourt Hospice ensuring that the cleanliness of the Hospice is per the standards required for organisational and health and safety regulations.

Activities:

Activities may include;

- Cleaning of the offices and Terence Burgess Education Centre rooms as per the cleaning schedule
- Be responsible for ensuring that the offices are cleaned to high standards as per regulations



The Queen's Award
for Voluntary Service



- Ensure the health and safety of self and others during the execution of your tasks
- Take action to remedy or report any hazard or unsafe working practice
- Be competent in the nature of the substances used and the risks created by exposure to those substances

Volunteers are expected to have good interpersonal skills and the ability to communicate effectively with staff, volunteers and members of the public. Self-motivation, and commitment and understanding of the charitable ethos of the Hospice is essential.

All volunteers will be over 16 years of age and be subject to references.

What we offer you:

- * An induction session to introduce you to Queenscourt Hospice, where you can meet the team and find out more about the charity and roles.
 - * Full training will be given, and a specific risk assessment for you, and we ask that all volunteers be willing to complete any training and learning refreshers as deemed necessary to ensure your safety and that of those working with you.
 - * A Supervisor as a point of contact for support and guidance.
 - * The opportunity to meet new people, make new friends and be part of a friendly and fun team.
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For further information or any queries please get in touch with the Volunteering office on 01704 544645 or by emailing volunteers@queenscourt.org.uk.