



Ward Assistant Volunteer Specification

Responsible to: Ward Sister or Nurse in charge on the day

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.

Primarily Ward Assistant volunteers will assist the ward team with clerical, telephone, household and liaison duties. Duties will be dependent upon the training and supervision that you have received. Training will also be given as necessary. These tasks are vital to enable the ward staff to give the best quality service to patients and visitors during their stay with Queenscourt.

Shifts required would be 9am to 1pm and 1pm to 5pm, Monday to Sunday.

Instruction will be given prior to starting any shift and supervision provided throughout each shift.



Activities:

Activities are varied, and may change from day to day, but may include;

- Answering the telephone, taking clear messages and passing on to the appropriate member of staff
- Liaising with Reception regarding visitors to the Ward
- Deliver and collect items to/from the Pharmacy, Path lab or Medical Records at Southport District General Hospital
- Administrative tasks such as restocking essential stationery and paper, compiling admission packs, stamping paperwork, printing paperwork
- Collecting items for patients such as newspapers from local hospital or shops
- Household duties such as changing patient's water jugs, serving drinks and meals, refreshing/removing flowers and assisting with laundry and linen as required.

Volunteers are expected to have good interpersonal skills and the ability to communicate effectively with staff, volunteers and members of the public.

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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This role is subject to a Standard Disclosure, Vetting and Barring Service (DBS) check

For further information or any queries please get in touch with the Volunteering office on 01704 544645 or by emailing volunteers@queenscourt.org.uk.