

## VOLUNTEER ROLE DESCRIPTION

<b>Role Title</b>	PTC Wellbeing Support Volunteer
<b>Location</b>	Pilgrims Therapy Centres Ashford / Canterbury / Margate
<b>Time Commitment</b>	A regular commitment to support a minimum of one wellbeing group session – typically between 3-6 hours per week depending on group session
<b>Responsible To</b>	Site Wellbeing Practitioners and Therapy & Wellbeing Services Manager

<p><b>PURPOSE OF THE ROLE</b></p> <ul style="list-style-type: none"> <li>To play a key role in the provision Pilgrims Therapy Centre Wellbeing programmes</li> <li>To assist wellbeing practitioners in the management and delivery of wellbeing groups for patients and carers</li> <li>To act as a befriender to patients and carers attending wellbeing groups</li> </ul>
<p><b>KEY DUTIES AND RESPONSIBILITIES</b></p> <p>The key duties of the PTC Wellbeing Support volunteer will be to</p> <ul style="list-style-type: none"> <li>To support the wellbeing practitioners in setting up before the group session and clear away at the end</li> <li>To attend pre and post group session briefing/handover as required</li> <li>To meet, greet and register patients and carers attending the group session</li> <li>To prepare, serve and clear away light refreshments during the group session and coordinate lunch arrangements as required</li> <li>To pro-actively engage in conversation with and befriend patients and carers attending the group session, in a compassionate and empathetic way</li> <li>To support the wellbeing practitioners in managing and facilitating group sessions</li> <li>To participate in activities during the group session and support patients and carers to participate in activities as required</li> <li>To assist the wellbeing practitioners with administrative tasks in relation to the group session, including making telephone contact with non-attenders where required</li> <li>To contribute to the evaluation of the group session</li> </ul> <p><b><u>Communication and liaison</u></b></p> <ul style="list-style-type: none"> <li>To communicate as appropriate with wellbeing practitioner at the beginning and end of each shift</li> <li>To ensure confidentiality at all times</li> <li>To operate within agreed boundaries including patient/staff relationships</li> <li>To understand the limitations of the role and when to refer matters to a member of staff</li> <li>To preserve patients' dignity at all times</li> <li>To report matters of concern to staff</li> <li>To participate in support and supervision processes as required</li> </ul> <p><b><u>Patient support</u></b></p> <ul style="list-style-type: none"> <li>To promote and demonstrate commitment to the Pilgrims Hospices vision</li> <li>To bring your own skills and experience in working with people.</li> <li>To build a rapport with patients/carers and act as a befriender</li> <li>To listen to patients/carers without judgement</li> <li>To support patients/carers with additional communication needs if required</li> </ul> <p>The above list is not exhaustive and volunteers may be asked to undertake other tasks to support the smooth running of the Hospice.</p> <p>The role requires an Enhanced Disclosure &amp; Barring Service (DBS) Check</p>

<b>KEY EXPERIENCE, SKILLS &amp; ATTRIBUTES</b>
<ul style="list-style-type: none"> <li>• Commitment to the ethos of the charity and the responsibilities of the role</li> <li>• Communication skills – able to listen, able to interact with patients and carers, empathy and compassion</li> <li>• Ability to work independently, to share information where appropriate for the best care of the patient/carer</li> <li>• Commitment and loyalty – importance of providing a reliable and continuous service – able to attend duties as agreed, informing an appropriate member of staff if unable to attend</li> <li>• Flexibility – to support delivery of service</li> <li>• Resilience – to be able to volunteer in an emotionally challenging environment</li> <li>• Having an enthusiastic, perceptive and compassionate personality is important</li> <li>• Organisational skills and time management are an advantage</li> <li>• Ability to work as part of a team is essential and an interest in healthcare is desirable.</li> <li>• Good understanding of wellbeing and the importance of promoting and supporting wellbeing in palliative care</li> </ul>
<b>ESSENTIAL TRAINING REQUIREMENTS</b>
<ul style="list-style-type: none"> <li>• Role specific training matrix</li> <li>• To arrange shadowing opportunities until competent in role</li> <li>• Any other statutory and mandatory training considered relevant to the role.</li> </ul>
<b>WHAT WE OFFER</b>
<ul style="list-style-type: none"> <li>• An opportunity to work in a health care setting</li> <li>• An opportunity to make a difference in your local community</li> <li>• To use existing skills in a different setting</li> <li>• Being part of a multi professional team, working with different people</li> <li>• Working in a positive environment with patients, families, volunteers and staff, with a like minded philosophy</li> <li>• Provision of relevant training and ongoing support</li> </ul>
<b>OUR RESPONSIBILITIES TO YOU</b>
<ul style="list-style-type: none"> <li>• To provide effective induction and training</li> <li>• To provide you with regular support</li> <li>• To actively listen and respond to any concerns and worries regarding the role</li> <li>• To communicate effectively and regularly with you</li> <li>• To value your enthusiasm, willingness, and expertise</li> <li>• Pilgrims Hospices want to ensure that applicants have had the time and space to grieve if they have had a recent bereavement so, if relevant, this will be discussed as part of the recruitment process.</li> </ul>
<b>YOUR RESPONSIBILITIES TO US</b>
<ul style="list-style-type: none"> <li>• To engage positively with the training and support provided</li> <li>• To act within the scope of your volunteering role at all times</li> <li>• To comply with Pilgrims Hospices policies and procedures</li> <li>• To maintain confidentiality at all times</li> <li>• To adhere to infection control procedures pertinent to the area you are working in at all times</li> <li>• To seek help and support when needed from the wellbeing teams</li> <li>• To share comments and concerns in a timely way in order to promote early resolution and avoid misunderstandings</li> <li>• To contribute to any evaluation and / or audits to review and improve the service</li> <li>• To inform the hub / wellbeing practitioner team of any unavailability for scheduled duties, preferably with at least 24 hours notice.</li> <li>• To abide by the required dress code.</li> </ul>
<p>Pilgrims Therapy Centres offer a comprehensive programme of group sessions designed to holistically support the wellbeing needs of patients living with a life limiting terminal illness and those who care for them. It is a key part of our specialist palliative care services empowering and enabling individuals to live as well as possible for as long as possible.</p>

The volunteer role will play a key part in Pilgrims being able to expand the number of patients and carers we are able to offer this service to. Volunteers will benefit from bespoke, expert training and robust support mechanisms. We would therefore feel it reasonable to expect a volunteer to stay in the role for a minimum of six months after the completion of their training. By donating your valuable time and skills to the role for at least this amount of time it will ensure that both the volunteer and patients/carers fully benefit from the experience.