

## VOLUNTEER ROLE DESCRIPTION

<b>Role Title</b>	Spiritual Care Volunteer
<b>Location</b>	All Hospice Sites
<b>Time Commitment</b>	Regular attendance as agreed with the Spiritual Care Lead
<b>Responsible To</b>	Spiritual Care Lead

### Purpose of the role

To support the Spiritual Care Lead with the pastoral, spiritual and religious care of patients and their families.

### Key duties and responsibilities

Duties will vary by agreement with the Spiritual Care Lead but may include the following depending upon qualifications and experience:

You will be required to work within the hospice in-patient unit and therapy centre, providing pastoral, religious and spiritual support to hospice patients and their families as well as hospice staff and volunteers, in line with the Hospice's framework of care.

As agreed with the Spiritual Care Lead, this may include, but is not limited to:

- offering active listening and emotional support where needed
- exploring spiritual and religious questions with individuals within own capability;
- supporting/facilitating and/or leading prayers where requested and appropriate;
- sharing in Pilgrims memorial and remembrance services;
- making appropriate referrals to the Spiritual Care Lead and hospice multi disciplinary team;
- being involved in wider activities such as wellbeing and social groups.

Record all episodes of spiritual, pastoral and religious support as part of total patient care (subject to consent and data protection regulations).

To maintain good relationships with members of the Multi-Disciplinary Team and ensure an effective flow of information between the Spiritual Care team and other staff.

Attend at agreed times and to notify the Spiritual Care Lead in good time if unable to attend for any reason.

### Key experience and skills

Good understanding about the nature of spiritual, religious, pastoral and cultural care within a hospice or healthcare setting and how this differs in ethos from a faith setting

Spiritually mature with a good level of personal awareness and sensitivity to patients' needs within a hospice setting

Ability to reconcile own personal spirituality and beliefs with the spiritual needs and religious beliefs of others

Regular spiritual practice (e.g. prayer, meditation, etc.)

Experience in a care setting / understanding of holistic care

Excellent communication skills particularly active listening and an awareness of the importance of listening in helping patients/carers to articulate their spiritual and religious needs

Accurate record keeping

### **Other requirements**

To be willing to attend any training considered relevant to the role of Spiritual Care Volunteer

To be aware of the limits of own capabilities and boundaries as a Spiritual Care Volunteer

The ability to work in a way that respects and values the individual beliefs and experience of others and respects their spiritual boundaries

Reliable and able to commit a number of hours each week, as agreed with the Spiritual Care Lead

To recognise the importance of self-care to cope with the emotional demands of hospice work and a willingness to participate in regular supervision

To maintain confidentiality at all times

To abide by Pilgrims Hospices Spiritual Care Policy and Guidelines and the Standards of the Association of Hospice and Palliative Care Chaplains (AHPCC), as appropriate

To be committed to the work of Pilgrims Hospices and its Vision and Values