

St Helena Volunteers

VOLUNTEER ROLE DESCRIPTION

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| Role Title | Volunteer Ward Helper |
| Department/Shop | The Hospice |
| Location | Myland Hall, Barncroft Close, Colchester |
| Reporting To | Catering Manager |

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends in your local community
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel good factor!

Role summary

To participate as a member of the Catering Team involved in the provision of care to the patients, families and staff. Work alongside both the nursing and catering staff ensuring good communication and liaise between these areas.

Be fully oriented in the ward area, and competent in handling all necessary equipment. You will be invited to attend recommended study and participate in any required training in line with the Healthcare Commission.

As this role will involve close contact with Hospice patients, a full DBS check will need to be carried out before a start date can be offered.

Main duties of the role

- Sign in at Reception on arrival, and sign out on leaving the building.
- Wear appropriate supplied uniform and identification badge,
- No jewellery other than a wedding band.
- Collect copy of daily bulletin from Ward Reception.
- Report to the Cook-in-Charge.
- Be welcoming and chat to patients, families and visitors.
- Ensure that Hygiene, Health and Safety, and Fire Regulations are adhered to at all times.

- Be flexible and aware of the needs of the service and assist as appropriate.
- Serve refreshments and meals to patients, visitors and staff.
- Prepare dining room for appropriate meals.
- Be prepared to *collect provisions from local stores if necessary.
- Be willing to assist a patient with food.
- Agree break time with the Duty Cook.
- As appropriate, take newspaper orders, deliver and collect the money.
- Assist with bed making, and appropriate disposal and handling of used laundry. Restock cupboards as required.
- Ensure area around beds is kept tidy and hazard free, removing unused stools, chairs, crockery food trays as appropriate. ***(This is particularly important in order to maintain a safe environment and maintaining infection control for patients at all times).***
- Maintain confidentiality and data protection at all times.

Training & supervision

Full training will be provided which will include Manual Handling, Health and Safety and Food Hygiene

Knowledge & experience required

Previous experience useful but not essential

Personal attributes

- Passionate about St Helena
- Attention to detail
- Good communication skills
- Reliable, conscientious, with a sense of humour
- Team player with a friendly outlook