

## Volunteer Role Description – Befriending Volunteer

<b>Accountable to:</b>	<b>Befriending Service coordinator</b>
<b>Responsible For:</b>	<b>Support at Home</b> – providing befriending and companionship services
<b>Role Days/Hours:</b>	Flexible – 1 contact session per week, per allocated patient
<b>Role Location:</b>	The Hospice Charity Partnership
<b>Uniform required:</b>	No
<b>DBS Required:</b>	Yes

<p><b>Why The Hospice Charity Partnership needs you (Background to the role)</b></p>	<ul style="list-style-type: none"> <li>• Both loneliness and social isolation can affect anyone, but it is recognised that there are some individuals who are more vulnerable to loneliness and social isolation.</li> <li>• Age, gender, ethnicity, long term health conditions and disability, caring responsibilities and socio-economic status can all affect an individual's ability to create and maintain social networks.</li> <li>• The befriending Service at the hospice provides a contact with patients that can often help to alleviate their loneliness and isolation.</li> <li>• Providing a regular face to face contact to patients has been proven to have a positive impact on both their health and wellbeing.</li> </ul>
<p><b>How you can make a difference (Volunteer Role and Tasks)</b></p>	<p>To provide the following support in through regular face to face contact will help and further support our patients.</p> <ul style="list-style-type: none"> <li>• <b>Provide Emotional support</b> for the patient in coping with the effects of their illness and how it impacts on their day-to-day life. Allowing patients, the opportunity to talk openly about their situation knowing that any information shared will be treated with respect and confidentiality.</li> <li>• <b>Provide Social support</b> by providing a listening ear to individuals who may be isolated and lonely, improving their wellbeing by having a friendly chat over the phone or face to face.</li> <li>• <b>Practical support</b>, assisting in finding services agencies and organisations that can provide additional help, linking in with the wider Social team.</li> </ul>

<b>Skills &amp; Experience Required (Including Qualifications if required)</b>	<ul style="list-style-type: none"> <li>• Good interpersonal skills.</li> <li>• Good communication, literacy and numeracy skills both written and verbal</li> <li>• Skilled at managing competing priorities with the ability to be calm under pressure</li> <li>• Experience of working with the public in a professional or voluntary capacity</li> <li>• Knowledge of hospice work.</li> <li>• Self -awareness</li> <li>• Well presented</li> </ul>
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**What can The Hospice Partnership (or specific Hospice) offer me as a volunteer?**

- The opportunity to **make a difference**.
- The opportunity **‘to give something back’** to your local community and join our band of hardworking, dedicated, volunteers.
- Meet new people and make new friends.
- The opportunity to be able to develop new skills and interests or put your existing set of skills into practice.
- Gain experience and a reference to use for your CV
- A comprehensive **induction and training** package (with CPD credits)
- Ongoing Training and mentoring from adult social care professionals.
- **Free DBS** check
- ‘Matching’ service to ensure you are well suited and conformable.
- Dedicated **NHS email** address for communications
- Eligibility for **NHS Discount and Saver schemes** (i.e., Blue Light)
- **Paid Expenses**, including travel.
- Regular Communication and updates from the Hospice and its partners
- Social **Events and Outings**
- **Reward and Recognition** schemes
- Experience working alongside clinical and social care specialists.

**General Duties**

**Confidentiality**

- All staff and volunteers are required to uphold the confidentiality of all information records in whatever format, encountered in the course of duties undertaken and after it.
- All staff and volunteers are bound by the requirements of the General Data

Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

### **Equality and Diversity**

- The Hospice is committed to promoting an environment that values diversity. All staff and volunteers are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff and volunteers to behave in a way which recognises and respects diversity in line with the appropriate standards.

### **Health and Safety**

- All staff and volunteers have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.
- All staff and volunteers must comply with all Hospice Health and Safety Procedures

### **Infection Control**

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures, and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

### **Information Governance**

- All staff and volunteers are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

### **Professional Development**

- All volunteers will receive on going supervision and support (at weeks 6 and 12 for each allocated patient) and bi-annually with their allocated Palliative Care Social Worker
- All staff and volunteers are responsible for maintaining their statutory and mandatory training.

### **Safeguarding Children, Young People and Vulnerable Adults**

- The Hospice is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

*This role description may be subject to alteration following appropriate consultation and risk assessment between the volunteer and Department Manager.*