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**Volunteer Role Description – Host/hostess (Living Well Centre)**

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| **Accountable to:** | Day Service Lead |
| **Role Days/Hours:** | Up to 5 hours in the morning and afternoon once a week. Opportunities are available Monday, Tuesday and Thursday. |
| **Role Location:** | Birmingham Hospice Erdington, 76 Grange Road, Erdington, Birmingham, B24 0DF and out in the community. |

**Why The Hospice Charity Partnership needs you**

Birmingham Hospice is dedicated to making every moment matter for all of our patients and their families. Volunteers add an invaluable dimension to the work of Birmingham Hospice and we need you to help us achieve more.

We are looking for enthusiastic volunteers who could spend a few hours welcoming patients to our Living Well Centre in Erdington.

Attending The Living Well Centre plays a big part in enhancing the wellbeing for our patients and our volunteer hosts and hostesses are vital in ensuring we can support as many people as possible.

**How you can make a difference**

Hosts and hostesses welcome patients, chat to them, and serve tea and coffee, helping them feel welcome and at ease when attending our sessions.

**Skills and Experience Required:**

* No specific experience is required other than a friendly demeanour and a desire to help others
* You should be enthusiastic, friendly, and polite.
* You should be reliable, flexible and accepting of change.
* You will need to have integrity and empathy for others and must be sensitive to the needs of our patients and respectful of the confidential nature of this role.

All necessary Mandatory training will be provided.

The boundaries of your role will be explained during your induction. You are not expected to undertake any additional tasks without your prior agreement

**What can Birmingham Hospice offer me as a volunteer?**

* The opportunity to find out how Birmingham Hospice works and your role within the organisation, providing you with a supportive training and induction programme.
* The opportunity ‘to give something back’ to your local community and join our band of hardworking, dedicated, volunteers.
* Meeting new people, making new friends and being part of the Birmingham Hospice team.
* The ability to be able to develop new skills and interests and put them into practice.
* The opportunity to put your existing set of skills into practice.
* Gain experience to use for your CV
* Reimbursement of your travel expenses.
* Relevant mandatory training.

**What else do I need to know?**

If you interested in volunteering we will send you an application form to complete. We are obliged to ensure all our volunteers are DBS checked prior to commencement.

Please note we cannot accept applications from anyone who does not have the right to work/volunteer in the United Kingdom.

We encourage and support vaccination uptake as this remains the best line of defence against COVID 19.

**How can I find out more?**

We'd love to hear from you, so please contact us via our details below:

**Birmingham Hospice**, 76 Grange Road, Erdington, Birmingham, B24 0DF

**Tel:** 0121 269 5000 **Email:** [volunteer@birminghamhospice.org.uk](mailto:volunteer@birminghamhospice.org.uk)

**Website:** [www.birminghamhospice.org.uk](http://www.birminghamhospice.org.uk)

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