

Spiritual Care Volunteer – Role Description

Title:	Spiritual Care Volunteer
Accountable to:	Wellbeing Team Lead
Role Location:	Volunteers are required at both of our sites (Erdington and Selly Park, Birmingham)
DBS Requirement:	Enhanced with Adult and Child Barring List Checks

Birmingham Hospice – Our Mission, Vision & Values

Birmingham St Mary's and John Taylor Hospices merged in 2021. Now unified under one name, Birmingham Hospice, we care for more people than ever before. Our patients are at the heart of everything we do and have been throughout our combined 157-year history. From caring for those in our Inpatient Units, to providing vital day services in our Living Well Centres, and supporting families with personalised bereavement counselling, we take care of our community when they need us most.

We believe in the importance of dying in dignity, in comfort and in a place of your choice.

We want everyone, no matter their age, gender, sexuality, religion, or medical condition to be able to access the care of their choice at the end of their life.

We are the primary provider of hospice care in Birmingham.

Our values are at the heart of everything we do as we continue in our mission to enable more people from all communities to access the care of their choice at the end of life.

Our values are:

- Kindness
- Togetherness
- Positivity
- Openness
- Respect
- Innovation

How you can make a difference?

Everyone has spiritual needs, whether or not they are religious. Meeting the spiritual needs of individuals with a life limiting illness can be a source of great comfort. As a spiritual care volunteer, you will provide a holistic approach to patients, relatives, and staff.

What are the main duties of the role?

1. To provide spiritual and pastoral support to patients receiving palliative or end of life care, and their loved ones.
2. To be confident in offering pastoral and spiritual support to people who want to discuss/explore their lives, faith, hopes and fears
3. To act as a spiritual care team representative
4. To offer a compassionate listening ear when needed by patients and their loved ones
5. To help patients and their loved ones/carers explore their spiritual understanding and preparations for death and loss
6. If asked by patients or relatives, to pray with them or engage in spiritual or religious reading, or to facilitate religious support from their faith community
7. To have freedom to use your initiative in dealing with patients, relatives, and situations, under the guidance and supervision of the Wellbeing Team Lead
8. If a need is identified, to refer on to other professional staff through the Wellbeing Team Lead
9. To liaise with clinical staff and work to build a good relationship with them
10. To respect the authority of the service managers
11. To be a resource for clinical staff to explore their own spiritual views
12. To be aware of and follow the hospice procedures for safeguarding adults and children
13. To record all activities undertaken at the end of each session
14. To submit any fees received for weddings, funerals, and interments to the hospice and to make appropriate Gift Aid arrangements
15. To attend a spiritual care/chaplaincy course
16. To attend induction training
17. To attend mandatory training as required
18. To keep informed regarding service and hospice developments
19. To act in accordance with relevant professional codes of conduct
20. To be aware of and adhere to Birmingham Hospice policies and procedures

What skills or experience do I need?

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

Personal Qualities & Attributes:

- Good listening skills with a compassionate disposition
- Rooted in own faith/spirituality whilst be open to working with other beliefs
- Ability to empathise at the correct moments
- Has a genuine interest in being involved with people of all ages and backgrounds and openness to their differences and individual needs.
- Positive and professional attitude
- Flexible and accepting of change
- Has a self-awareness and is also sensitive towards the needs of others
- Respect for diversity
- Non judgemental

Experience:

- Rich and varied life experience
- Pastor experience of working with the distress of others
- Experience of supporting people through challenging times including pre-bereavement loss and bereavement

Knowledge & Skills:

- Commitment to confidentiality regarding patient, staff, family, and volunteer information
- Willing and able to pray with patients as and when requested
- Diligent approach to maintaining standards of hygiene
- Good listening skills
- Ability to manage personal emotions and stress
- Ability to work with patients with life limiting illnesses and their relatives
- Ability to work effectively with people and teams within a multi-disciplinary setting
- Basic IT skills