

# Volunteer Role Description



<b>Role Title</b>	Spiritual & Pastoral Care Team Volunteer
<b>Role Location</b>	Warwick or Coventry Myton Hospice, based on the Inpatient Unit or Warwick, Coventry or Rugby Myton Hospice, based in the Day Hospice
<b>Role Days/Hours</b>	Inpatient Unit shifts – Monday to Sunday; approximately a 3 hour shift, flexible times between 10.00am and 8.30pm Day Hospice shifts – Monday to Friday; approximately a 3 hour shift between 9.45am – 1.00pm
<b>Responsible To</b>	Lead Chaplain

## The Myton Hospices – Enhancing lives, empowering people

At Myton we believe that everyone matters for every single moment of their life and that treating patients with dignity and respect is more important than meeting targets. We passionately believe that the final part of someone's life is as important as the beginning. We also know that making someone feel better is not just about medicine – sometimes holding someone's hand or taking the time to listen to their fears makes the greatest difference – if someone you love was dying isn't that what you would want for them?

In the last 12 months, we have worked with and supported over 2,300 patients and their families across Coventry and Warwickshire. This is in our hospices, via our patient and family support services and in the community through Myton at Home. We have to raise over £8 million each year to continue providing our care. Volunteers play a vital role in the services that we are able to offer – they are highly valued and we just couldn't operate without them!

Our Values:

- ☆ **One Myton**, one team, one goal – delivering holistic care
- ☆ **Professional** in all we do
- ☆ **Respect** and dignity for all
- ☆ **Value** every individual and ourselves

## The Volunteering Opportunity – How you can make a difference

You will be volunteering in a collaborative and cooperative manner with healthcare professions and other members of Myton in providing Spiritual & Pastoral Care to our patients. By recognising and respecting each other's contributions within the care team, you will be providing a flexible and holistic approach to people who access the services we offer. Everyone is unique, and so are their needs – the team at Myton understands this concept very well. Patients are valued for the unique life they lead, as well as their role in the lives of those they love. Their life deserves dignity. People may forget what you say, but they never forget how you make them feel... This is how you can make a difference. Volunteering with the Spiritual & Pastoral Care Team will be a demanding and challenging opportunity, yet a very rewarding and fulfilling one that allows you to be part of supporting someone living and coping with a life limiting illness.



**The time that you give as a volunteer will make a huge difference...**



## Key Duties – What your role will involve

Following completion of The Myton Hospices Spiritual & Pastoral Care mandatory training programme, your role will involve the following:

- ☆ To visit patients as appropriate, to practice active listening and to offer confidential pastoral, emotional and spiritual support to patients regardless of denomination, culture or ethnicity
- ☆ To refer on to the Chaplains as appropriate for specialist support
- ☆ There is the option to be involved in leading and / or supporting the range of services we offer e.g. monthly services of Holy Communion (weekdays), bi-monthly Remembrance Services (Sunday PM), and annual Light Up A Life services (Sunday evenings in Advent)
- ☆ To maintain accurate written and electronic records of patient encounters
- ☆ To work as part of a multi-disciplinary team, giving feedback to clinicians where appropriate
- ☆ Attendance at meetings of the Spiritual & Pastoral Care Team to keep up to date with developments within the team and with best professional practice
- ☆ Attendance at reflective practice sessions and personal supervision sessions
- ☆ Being aware of the range of spiritual care and support we offer across Myton and how service users can access this
- ☆ Maintaining confidentiality and working to Myton's policies and procedures are vital in this role.

An enhanced Disclosure & Barring check will be required for this volunteer role.

## Skills & Qualities – Will the role suit me? Yes, if you have...

- ☆ Some understanding / experience of the practice of active listening and a willingness to develop it further
- ☆ A warm, friendly and empathetic demeanour
- ☆ The ability to relate to people of different ages, personalities and backgrounds
- ☆ The ability to put your own interests and agenda entirely to one side while interacting with patients, their families and visitors
- ☆ An awareness of your own spiritual and emotional biases and vulnerabilities
- ☆ An interest in, and knowledge of, the variety of ways in which people express spiritual awareness, beliefs and distress
- ☆ The ability to sustain a conversation on almost anything!
- ☆ An interest in the field of palliative and supportive care, or a willingness to learn more about the needs of people in this area
- ☆ An awareness of the physical problems and psychological issues that patients and families may experience or present with, and a commitment to developing your personal skills and knowledge in these areas
- ☆ The ability to work as part of a multi-disciplinary team (MDT)
- ☆ Enthusiasm, motivation and professionalism
- ☆ Commitment to your volunteer role and flexibility when it is needed
- ☆ The ability to keep accurate records, to respect confidentiality, and to be aware of personal boundaries (your own and other people's)
- ☆ A respect for others and their diversity.

Please note that this role is not suitable for those who wish to evangelize about their faith.



**The time that you give as a volunteer will make a huge difference...**



## Benefits – What can Myton offer me as a volunteer?

- ☆ The opportunity to introduce you to how Myton works and your role within it, by providing you with a supportive induction and mentoring programme
- ☆ Once you have completed your induction you will be offered quarterly supervision with a trained Chaplain, and quarterly facilitated reflective practice sessions with other Spiritual & Pastoral Care Team volunteers working on the Inpatient Unit, in addition to monthly team meetings
- ☆ The provision of education and information in order to enhance your skills and knowledge to support you in your role
- ☆ The opportunity to diversify into other Spiritual & Pastoral Care Team roles after completion of a 'trial period'
- ☆ To be part of the new "Family Services" team, with the opportunity to work more closely and learn skills associated with counselling, complementary therapy and creative arts in a variety of activities which seek to bring a wider range of services to an even wider range of people
- ☆ Reimbursement of your travel expenses within the boundaries of Coventry & Warwickshire
- ☆ The chance to develop new skills and experiences to add to your CV
- ☆ A character reference where required
- ☆ The opportunity to 'give something back' and support your local community.



**The time that you give as a volunteer will make a huge difference...**

