

# Volunteer Role Description



<b>Role Title</b>	Inpatient Unit Volunteer
<b>Role Location</b>	The Myton Hospices Warwick Inpatient Unit
<b>Role Days/Hours</b>	Monday – Sunday; 10am-2pm & 2pm-6pm
<b>Responsible To</b>	Ward Manager

## The Myton Hospices – Enhancing lives, empowering people

At The Myton Hospices we believe that everyone matters for every single moment of their life; we focus on enhancing life when cure is no longer an option. We are not just about end of life care, we are here to support patients and their loved ones right from the moment they are diagnosed.

We have three hospices in Coventry, Rugby and Warwick, and have the only Hospice Inpatient beds in Coventry and Warwickshire. We care for people living with a wide range of terminal illnesses including Respiratory, Heart & Neurological conditions, Cancer and Organ failure.

We are a charity and we have to raise £10.5 million of the £13.25 million we need this year to continue providing our services free of charge. Just 20% of our funding comes from the NHS. We rely on donations and support from our local communities.

Last year, we supported over 1,700 people and their families, in our hospices, via our patient & family support services, and in the community through Myton at Home.

As we look to the future we aim to make sure that everyone who needs our services is able to access them and we want to reach out to people earlier in their illness, to be alongside them from diagnosis to death. We want to help people to live well for longer with a terminal illness and make the most of the precious time that they have.

Our ability to raise vital funds has been significantly impacted by the pandemic and we need support to build income back up to pre-Covid levels.

There are lots of ways you can support Myton, including; playing our lottery, shopping or donating goods at one of our 23 shops, organising your own fundraising, leaving a gift in your Will, making a donation or taking part in an event.

We have around 300 staff and over 800 volunteers – our work wouldn't be possible without them! We are always looking for people to join our team of staff and volunteers in a wide range of roles across our hospices, shops and in the community.

Our Values:

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



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



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

In-Patient Unit Hospice volunteers are at the forefront of this essential patient service. They provide vital support to the nursing staff, and facilitate a welcoming and comfortable environment; helping patients to relax, socialise and enjoy their day. A team of two – three volunteers work together on each shift.

As an Inpatient Unit volunteer you will work alongside the nursing team to support them in providing a high-quality patient service. You will welcome visitors to the hospice, talk with relatives and visitors, show them to patient rooms and support them with the use of PPE

At the heart of what we do is patient wellbeing; from managing symptoms and controlling pain to providing social interaction so that they don't feel alone, from delivering emotional, physical, psychological and spiritual support to offering a relaxed and friendly environment where friends, family and pets are welcome. We 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.

## Key Duties – What your role will involve

Your role will provide vital support to our Inpatient Units, and will include a range of tasks, such as:

- ☆ Welcoming relatives and visitors to the hospice in the Reception area and reminding them to use hand gel on entering the unit
- ☆ Talking with relatives or visitors to the Inpatient Unit
- ☆ Showing visitors to the patient room
- ☆ Ensuring visitors wear PPE before entering the patient room
- ☆ Reminding visitors to use hand gel before leaving the unit
- ☆ Offering visitors and patients hot and cold drinks
- ☆ Serving dinners and suppers to patients
- ☆ Making tea for the patient tea round, ready for staff to hand out to patients
- ☆ Filling water jugs and washing up jugs, teacups etc ready for next use, using dishwasher
- ☆ Keeping patients company, talking with them, reading to them or completing activities with them, to help to reduce loneliness and boredom

You will be required to wear a face mask at all times. Gloves, aprons and visors are also available. Please read the volunteer handover sheet at the beginning of your shift for relevant information. An enhanced Disclosure & Barring check will be required for this volunteer role.

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

- ☆ Positive with a professional attitude
- ☆ Pleasant, approachable with a friendly personality
- ☆ Conscientious and committed to providing a high-quality service
- ☆ Willing to work as part of a team
- ☆ Flexible, and accepting and adaptable to change
- ☆ Experienced in working in a healthcare setting (this would be advantageous)
- ☆ Compassionate and caring
- ☆ Respectful of others and their diversity
- ☆ Passionate about helping families in your local community



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- ☆ Must be over the age of 18 years

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

- ☆ An opportunity to make a difference and support your local community
- ☆ The chance to develop new skills and experiences to add to your CV
- ☆ An opportunity to be part of a professional team and contribute to a very worthwhile cause whilst meeting like-minded volunteers and making friendships
- ☆ A reference that can be used for future employment or university
- ☆ Training and induction relevant to the role e.g. Level 1 Food Safety
- ☆ Reimbursement of your travel expenses within the boundaries of Coventry & Warwickshire.



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