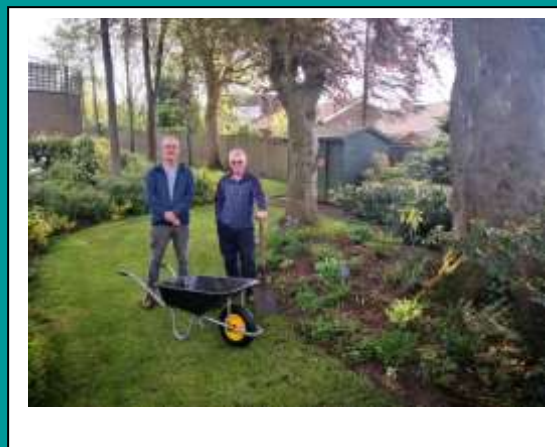




# **VOLUNTEER ROLE PROFILE**

## **Inpatient Unit & Hospice at Home**



## Volunteer at Pendleside

Thank you for your interest in volunteering at Pendleside. We hope you will find all the information you need in this pack, to help you decide if you'd like to join our army of volunteers and to support you within your role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community.

Pendleside cares for over 1500 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Day Service
- Outpatients
- Family support
- Spiritual Care
- Rehabilitation
- Complementary therapy
- Psychological support
- Bereavement support
- 

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. In the current financial year, it will cost over £4.4 million to run Pendleside Hospice of which over £3.4 million through voluntary donations.

It is estimated that the work our volunteers do equates to at least £ per annum, if we were to pay for such a service, consequently we really couldn't achieve what we do without the hard work of all our volunteers and we very much appreciate all the help and support they give.

Helen McVey.  
Chief Executive.

## **VOLUNTEER - Inpatient Unit**

### **Supported by:**

Alison Sutcliffe, Inpatient Unit and Hospice at Home Manager  
Jill Heaton and Sarah Olyott, Inpatient Team Leaders

### **Suggested time commitment:**

Time commitment can fit in with you but would also depend on which time slots have vacancies. Volunteers usually attend for a couple of hours each week over one lunch time (12:00pm -2:00pm) or tea time (4:30pm-6:30pm), Monday until Sunday.

### **Location:**

The role is based within the Hospice on the Inpatient unit. The unit has 10 beds where patients stay overnight for an approximate periods of 2 weeks.

### **If interested in role:**

If interested in the role please complete an application form and send to Human Resources at Pendleside Hospice. You can also contact Alison Sutcliffe for more information telephone no: 01282 440106

### **Who can do this role?:**

Anybody who has an interest in helping patients, with good interpersonal skills. The importance of confidentiality in this role is paramount. You need to be physically able in order to give out meals to the patients.

### **What will I do in the role?:**

Each day, the volunteers on the inpatient unit help to give out the meals. There are usually two volunteers assigned to either the lunchtime slot or the tea time slot and therefore you will work alongside each other. Other tasks include making drinks for the patients and attending to household tasks such as arranging flowers or watering plants to ensure that the unit is tidy and visually pleasing.

### **Am I right for the role?:**

If you have an interest in people and helping/talking to people, this role would be ideal for you.

### **Being part of Pendleside Volunteer Community:**

There are many advantages to joining the Pendleside Community including development of friendships, social events, providing much needed help and support, contributing to a worthy cause etc.

### **Pre volunteer recruitment checks:**

The volunteer role requires you to complete an application form and the provision of two written references. We will also carry out a DBS (Disclosure and Barring Service) check.

### **Training and supervision:**

Any new volunteer will receive a full induction and be required to complete mandatory training every 2 years, this can be completed online or face to face. The person in charge of the department in which you volunteer will be your supervisor and mentor.

Pendleside Hospice, Volunteer Role Description

## **VOLUNTEER – Hospice at Home**

### **Supported by:**

Alison Sutcliffe, IPU and Hospice at Home Manager  
Kate Gerrety and Jennifer Robinson, Hospice at Home Team Leaders

### **Suggested time commitment:**

A minimum of 2 hours per week Monday to Friday.

### **Location:**

Home visits

### **If interested in role:**

If interested in the role please complete an application form and send to Human Resources at Pendleside Hospice. You can also contact Alison Sutcliffe for more information telephone no: 01282 440106

### **Who can do this role?:**

Anybody who has an interest in helping patients, with good interpersonal skills. This role involves lone working. The importance of confidentiality in this role is paramount. It would be an advantage if you can drive as you may be allocated a home visit which is not in your locality.

### **What will I do in the role?:**

This is a befriending service for people living with a life limiting illness who live alone and feel isolated. It can also be a support for carers enabling them to have planned episodes of respite. The patients who you will be visiting will have been assessed by a registered nurse, their symptoms are usually stable and will be reviewed by nursing staff as required. You will be expected to feedback any concerns to the nursing staff.

### **Being part of Pendleside Volunteer Community:**

There are many advantages to joining the Pendleside Community including development of friendships, social events, providing much needed help and support, contributing to a worthy cause etc.

### **Pre volunteer recruitment checks:**

The volunteer role requires you to complete an application form and the provision of two written references. We will also carry out an DBS (Disclosure and Barring Service) check.

### **Training and supervision:**

Any new volunteer will receive a full induction and be required to complete mandatory training every 2 years, this can be completed online or face to face. The person in charge of the department in which you volunteer will be your supervisor and mentor. You will be supported by the Hospice at Home team of registered nurses and auxiliary nurses. You will be invited to attend regular meetings for H@H volunteers.