

**Volunteer Role Description**

Title: Volunteer Companion Reports To: Voluntary Services Manager

**Organisational Environment**

Aintree University Hospitals NHS Foundation Trust provides a programme of care enabling patients to experience dignity and comfort throughout the final stages of their lives. The programme of care is delivered in the ward setting and provides holistic support to the patients and their families/carers, and incorporates consideration of cultural and lifestyle values.

**Purpose**

To work closely with the multi-disciplinary team to give comfort and support to the patient, family or carer at their time of need by:

* Listening to their needs
* Giving guidance and support by signposting them to the appropriate professional
* Showing understanding and compassion appropriate to individual needs

**Responsibilities**

* Maintain patient confidentiality at all times.
* Communicate any concerns about the patient, family or carer to the Ward Nursing Team.
* Ensure that family/carers have access to refreshments and aware of the facilities available to them.
* Exercise discretion when working in sensitive situations.
* Spread awareness of the role within the Volunteer Companionship Service and appropriate signposting to other members of the multi-disciplinary team.
* Work as part of a team and accept supervision and direction from the Ward Nursing Team and the Voluntary Services Manager
* Participate in regular review meetings, debriefing sessions with other Volunteers and the Voluntary Services Manager, as directed.
* Attend monthly supervision sessions with the Palliative Care Consultant & Practice Educator.
* Promote the Companionship service across the Aintree site.
* Participate in ongoing education activities relevant to the role.
* Meet Aintree University Hospitals NHS Foundation Trust’s Volunteer policies.
* Maintain accurate records of travel expenses for reimbursement.

*CSVRD14/09/12*