



## Rose Volunteer Role Description

### Main Aims:

Support dying patients, their families and friends at the end of their life. Covering a regular shift of up to 3 or 4 hours per week, or filling in vacant shifts on an on-going basis (at least 2 per month)

### Key Duties:

- During the visit the volunteer could:
  - Read to the patient, quietly chat or simply hold their hand
  - Assist with drinks and mouth care, where appropriate
  - Flag up to staff when the patient is uncomfortable or in pain
  - Run errands to the shop, or make refreshments for relatives
  - Use their initiative as to what would help the patient most
  - Give a simple hand massage
  - Provide support by way of telephone call to a relative
- To relieve relatives who need a break, but who don't want to leave their loved one alone.
- To inform staff of any needs that patients' may have.
- To inform the Spiritual & Pastoral Care Team (Chaplaincy) if the patient has any pastoral or spiritual needs that they would like support with.
- Have the confidence to explain the Rose Volunteers' role to members of ward staff, and give them direction (if necessary) as to which patients are eligible for a Rose volunteer visit (those in the last 2-3 weeks of life)

### Essential Skills / Attributes / Experience Required:

- A compassionate and sensitive nature.
- The confidence to communicate effectively with all staff, patients and visitors.
- Physically fit enough to travel the length and breadth of the site.
- An ability to use their initiative and volunteer in a sensible and appropriate manner at all times.
- Good time keeping and regular, clear updating & returning of feedback questionnaires

- Good communication with project lead
- Ability to volunteer as part of a team and on their own
- To be aware of their own emotions and manage them with support from hospital team
- Attend pre-arranged meetings for Rose Volunteers, where possible.

**Volunteers can expect to gain:**

- A greater insight into the workings of care of the dying in a busy general hospital
- Volunteering within a committed team
- Knowledge that volunteering is contributing to patient care •
- Supervision and support from a dedicated member of staff •
- Induction to the hospital and the wards
- References (on completion of 100+ hours of volunteering)

**General information:**

Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.

Volunteers must not undertake any manual handling tasks or clinical patient contact.

A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.

Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff.

Volunteers are in place to complement the work of the paid staff and are not used to replace roles that are usually undertaken by paid hospital employees.

Volunteers should receive regular support, supervision and training where applicable.

Volunteers are bound by the "Volunteer Agreement" which includes their rights and responsibilities, and Trust Policies also apply to volunteers.