

Role	End of Life Support Volunteer
Purpose	Our end-of-life volunteers provide companionship and support for patients receiving end-of-life care
Base	Hinckley & Bosworth Community Hospital, Ashby Road, Hinckley, LE10 3DA
Hours	Variable (mainly between 9am and 5pm)
Reports to	Dona Perkins, Matron
Benefits of this volunteer activity	<ul style="list-style-type: none"> To assist the provision of a supportive and peaceful presence to patients who are dying
Key tasks	<p>Tasks may include the following:</p> <ul style="list-style-type: none"> Provide support to patients and families by offering companionship, and comfort, and complementary therapy e.g Hand Massage (where trained) Be respectful and responsive to the patient's family and friends Engage patients in conversation, reading, basic personal grooming such as brushing hair or doing make up, or activities as appropriate to encourage a positive distraction Offer to undertake errands or tasks to support the patient or family such as making drinks/refreshments, signposting to other services and facilities etc Take time to be a companion to patients referred to you, building a supportive relationship with them Report any concerns, feedback and issues as required to ward staff, Palliative Care, or other appropriate team Identify those patients who require religious, spiritual and/or additional pastoral support and report those patients to ward staff or Palliative Care team Liaise with hospital staff to help contribute to a positive experience for all patients and those important to them
Exclusions	<p>Volunteers are not expected to be involved in any of the following:</p> <ul style="list-style-type: none"> Patient moving or handling
Person Specification and Requirements	<ul style="list-style-type: none"> You must be 18 years or over, and not had a bereavement in the last six months Commitment to uphold trust core values and NHS policies Experience of being in a hospital or hospice environment A friendly, positive, adaptable and approachable manner Ability to be empathetic, patient and calm in difficult situations Awareness of the impact of bereavement Ability to follow instructions and be flexible Ability to make useful notes and provide accurate feedback to staff Ability to act on own initiative within set boundaries A good listener Excellent communication and interpersonal skills Developed sense of self-awareness, resilience and resourcefulness

	<ul style="list-style-type: none"> • A sensitive approach to the diverse range of service users, and an ability to respect privacy and be non-judgmental
<p>Training and Support Needs</p>	<ul style="list-style-type: none"> • Information Governance • Health and Safety • Infection Prevention and Control • Use of Personal Protective Equipment (PPE) (if required for the role) • Confidentiality • Safeguarding • Equality and Diversity • Local trust induction and orientation • Any other mandatory training as specific by the trust <p>A standard/enhanced DBS is required for this role. This is processed free of charge for volunteers.</p>
<p>COVID-19 Guidance</p>	<ul style="list-style-type: none"> • In line with current Government and Leicestershire Partnership Trust advice.