

## HOME SUPPORT VOLUNTEER ROLE DESCRIPTION



**Location:** In patients' homes across the Phyllis Tuckwell catchment area

**Hours:** Various

**Time commitment:** 3 hours per week plus monthly support meetings

**Purpose of role:** Driving patients to and from the Hospice and/or Beacon Centre for appointments, clinics and workshops.

**Key duties include:**

- Visit patients and / or their families/carers under the care of PTH for three hours once a week in a home setting
- Provide practical support, which has been agreed with the Patient and Family Support Team and falls within the remit of your agreed competencies, to patients and their families through their illness and help minimize patient/ family anxiety and fatigue
- Provide feedback to supervisors as appropriate and report any concerns immediately
- Submit helpful and timely notes following each visit
- Telephone the hospice to register details of your impending visit and confirm that you have left the patients' property immediately after having done so.

**Training and Support:**

- Volunteer Level 2 course (5 day course – mandatory)
- Moving and Handling before driving patients and every three years ongoing (3hrs – mandatory )
- Safeguarding within six months of starting and every two years ongoing (3hrs – mandatory)
- Driving observation (if applicable)
- Hospice induction (optional)
- Attendance at monthly support group (80% annual attendance mandatory)

**Special conditions:**

- Over 21
- Satisfactory Disclosure and Barring Service check before starting and on a rolling 3 yearly basis
- 2 x references
- Evidence of full driving licence, MOT and insurance certificate.
- Adherence to all current policies and procedures of the Hospice including those relating to confidentiality.

**Knowledge, skills and abilities:**

- Good communicator
- Discreet with understanding of confidentiality.
- Respectful and non-judgemental
- Empathetic and calm.