

Volunteer Role Description



Registered Charity No: 295297

Position Title	Family Support Volunteer
Location	Hospice / Community
Department	Family Support
Time Commitment	Varies depending on which activity being supported Generally weekly or monthly sessions of an average of 3 hours. Plus: 1.5 hours of supervision monthly or bi-monthly, bi-annual evening team meetings and 2-4 Saturdays of training per year.

Role Description	<p>Family support volunteers work alongside and support the work of the service and the paid staff. This may entail any one or more of the following activities:</p> <ul style="list-style-type: none"> - Spending time listening to supporting patients and their families in the In Patient Unit (and potentially in a home or community setting) and providing spiritual care as necessary. - Providing informal support and therapeutic activities at the Stevenage Hub and other community settings - Providing bereavement support at monthly coffee mornings and other group settings - Providing support to attendees at remembrance events - Providing informal individual support and triage to patients and carers at the Hawthorne Centre <p>In addition all volunteers are required to:</p> <ul style="list-style-type: none"> - Support staff with practical arrangements and hosting duties for events and activities - Follow GHHC policies, procedures and guidelines - Attend and participate fully in clinical supervision as required by the organisation - Attend and participate fully in team events and training as required by the organisation
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Key Responsibilities	<ul style="list-style-type: none"> - Making and taking opportunities to provide emotional and spiritual support to patients, their carers and the bereaved. Providing timely and appropriate support, listening and working for the best outcome possible for the patient and their family.
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Skills, Qualities and Experience	<p>Skills</p> <ul style="list-style-type: none"> ➤ Good listening skills and the ability to engage with others creatively or in different ways ➤ Ability to identify needs and issues ➤ Awareness and knowledge of issues around the experience of bereavement, loss or depression/anxiety ➤ Awareness and understanding of the issues that are raised for those who are terminally ill and their carers
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	<ul style="list-style-type: none"> ➤ The ability to respond to situations that emerge with appropriate referral on to members of the family support team as required ➤ Awareness of safeguarding issues and the need to keep up to date. ➤ In addition for work with children you will need experience in working with young people in a related context <p>Qualities</p> <ul style="list-style-type: none"> ➤ Self-awareness, including a good understanding of your own spiritual framework and your losses and bereavement journey ➤ Awareness of own impact on others and ability to receive feedback ➤ Empathy and ability to work sensitively with the subject matter at the hospice ➤ Willingness to undertake training and continual development of skills and abilities ➤ It helps to have a sense of humour and be grounded with ability to self-care
<p>Benefits to you</p>	<ul style="list-style-type: none"> ➤ Hugely rewarding work and experience ➤ The ability to use and further develop your interpersonal skills and self-awareness ➤ Working with new colleagues and being part of a team ➤ Training on bereavement, loss and other relevant topics

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Training	Garden House Hospice Care Induction Training. Other training as and when required.
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Supervising Staff Member	Jo Ansell supported by Amanda Ferris
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Supervisor's Contact Details	jo.ansell@ghhospicecare.org.uk
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Senior Voluntary Services Advisor Contact Details	Tel: 01462 679540 (HR and Voluntary Services)
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Additional Comments	
This role is subject to a DBS check. At times, you will handle personal and sensitive information. Maintaining confidentiality is essential.	

About Garden House Hospice	
Garden House Hospice Care provides a wide range of services for patients, their carers, and families facing a life limiting illness. Free specialist palliative care is provided for over 500 adults a year living with advanced cancer, motor neurone disease or other life limiting illness in our community of 230,000 people in North Hertfordshire, Stevenage, Royston and surrounding villages. Our Values: *We are one team, with a shared vision *We place the patient & carer at the heart of everything we do *We respect everyone *We strive to continually learn and improve *We take pride in delivering a high quality service *We take inspiration from our community.	

Bus Route services to Garden House: 90, 91, 386. Approximately, 15 minute walk from Letchworth GC Railway station and town centre
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For more information and an application form, please contact Volunteer Services:

Garden House Hospice Care
Gillison Close, Letchworth Garden City, Herts, SG6 1QU
Telephone : 01462 679540

volunteers@ghhospicecare.org.uk
<https://www.ghhospicecare.org.uk>

Also see, <https://www.ghhospicecare.org.uk/volunteers/why-volunteer>

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