

Inpatient Unit Assistant volunteer



Location:	Peace, Watford, WD17 3PH
Time commitment:	Sessions available: 9-1pm, 1-4.30 pm & 4.30-6.30pm - 7 days a week We hope that you will be able to commit to a minimum of 6 months volunteering

Rennie Grove Peace Hospice Care (RGP) vision

We will support people of all ages who are affected by a progressive life-limiting illness, and those who care for them, to live as well as possible by providing choice and ease of access to a wide range of palliative care and bereavement services across west Hertfordshire and Buckinghamshire.

Purpose of this role

Inpatient Unit Housekeeper Assistants provide invaluable support to staff, patients and their families and carers within the Unit throughout the day. They provide much needed assistance to the smooth running of the unit, providing both practical and emotional support.

Main tasks

- To assist in the patient kitchen
- Assistance with preparation, serving and clearing of food and drinks
- Completing menu choices with patients for main kitchen
- Delivering patient meals cooked by our resident chef
- Welcoming new visitors and supporting families and carers in the unit
- Relaying patient queries and passing on information to nursing staff
- Checking and restocking IPU kitchen cupboards
- Checking and changing flowers, watering plants inside and in the garden
- Assisting with laundry

Assisting with additional ad hoc duties on request, as and when required to support the In-Patient Unit, as directed by staff member

What are we looking for?

Age 17+ (Under 18s should be accompanied by another volunteer on their shift)

- Able to maintain confidentiality
- Excellent communication skills
- Flexibility and ability to commit to regular hours
- Ability to work independently/using initiative when required

Training and support

- there will be a named line manager who will provide ongoing support
- there will be some mandatory training that you will need to complete at the start of your volunteering with us and then periodically afterwards as refresher training which will include data security and confidentiality
- your line manager will organise training specific to your role

What you need to know

- you will complete a volunteer application form and we will ask for one reference from someone who knows you well
- you will need to complete a standard Disclosure & Barring Service (DBS) check for adult workforce for this role.
- as a charity supporting people who are vulnerable, we encourage all volunteers with patient and client contact to be fully vaccinated against Covid-19
- patient facing volunteers will have access to supervision support from line managers
- we welcome everyone and will make reasonable adjustments should they be needed
- we will pay reasonable expenses incurred, should you wish to claim them
- we rely on the commitment of our volunteers to support our services, however we understand that you may need to take a break from your volunteering. When you are ready to return, your line manager will meet with you to talk about the role and make sure it is still right for you and may ask you to complete some refresher training.

To protect both patients and volunteers, you **MUST NOT**:

- give clinical advice or medication
- counsel clients
- give out personal contact details
- witness any legal documentation for the patient or their carer

For more information please contact the volunteering team on 01923 330330 or 01727 731020, volunteers@renniegrovepeace.org