

# Inpatient unit (IPU) Listener volunteer



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|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Location:        | Peace Hospice, Peace Drive, Watford, WD17 3PH                                                                                                                              |
| Time commitment: | Once a week – usually 2 to 3 hours depending on who is in the IPU and requires the service. 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

Our short stay Inpatient Unit (IPU) provides symptom, pain and medication management for patients dealing with a life limiting illness, as well as end-of-life care for those in the last days of their life. Our Listener volunteers will provide one to one emotional support to patients and family members on the IPU as identified by the nursing team.

This role sits under our Supportive Care team who provide a holistic support service to patients, carers or family members both pre and post bereavement.

## Main tasks

- you will have a regular slot to visit the IPU each week, and support will be provided to whoever needs it on an ad-hoc basis, so you are unlikely to see the same person each week
- at the beginning of each visit, liaise with the IPU team who will identify those people who they think will benefit from this kind of listening support
- provide one to one emotional support as needed
- add basic details of visit to clipboard in IPU
- feedback to the IPU staff at the end of each visit

- attend regular group supervision once a month at Grove House, St Albans
- follow all Rennie Grove Peace Hospice Care policies and procedures at all times

## What are we looking for?

- excellent listening and communication skills
- the ability to empathise with others, while maintaining professional boundaries
- someone who is trustworthy and non-judgemental
- someone who is open and communicative with a friendly nature
- someone who can be flexible and reliable
- someone who is able to work independently to manage clients and their workload, but is able to work as part of a team to deliver our service
- someone with basic IT skills who is able to keep concise, accurate records and stick to reporting deadlines
- age 18 and over

## 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 the 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
- client support and your own supervision may be given virtually. You will be expected to follow our Virtual Visit and Virtual Groups policy and your line manager will go through this with you
- 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 01727 731020 (Grove House, St Albans), or 01923 330330 (Peace Hospice, Watford),

[volunteers@renniegrovepeace.org](mailto:volunteers@renniegrovepeace.org)