

Supporting Hands volunteer



Location:	Across our nursing area in Buckinghamshire and Hertfordshire
Time commitment:	One to two hours a week, during normal working hours, plus travelling time. We hope that you will be able to commit to a minimum of six 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

Volunteers in this role provide support, companionship, and respite care to patients with a life limiting illness and their carers, in their homes and on trips out. This role may involve practical and emotional support and assistance. This service supports both our adult and children services.

Supporting Hands volunteers help to reduce the social isolation often felt by patients with a life limiting illness and their carers, and their help frees up valuable nursing time.

Main tasks

The support that any client needs may differ, and so you may be involved in some or all of the following, depending on their needs.

- providing supportive companionship
- sharing an activity such as playing a game of cards or chess
- accompanying a patient or carer on a walk or a trip out from home
- providing respite for carers so they can attend an appointment or have a break
- helping to complete forms such as Attendance Allowance Benefit and Blue Badge car parking permits

- helping with some LIGHT domestic or gardening tasks, but NOT a cleaner
- dog walking and/or sitting
- helping to prepare a meal
- providing transport in your own car to appointments such as the hairdresser, dentist, GP

What are we looking for?

- someone who is caring, compassionate and sensitive to the needs of others but is able to maintain professional boundaries
- someone who is trustworthy and non-judgemental
- an open person with a friendly nature
- someone who is flexible, reliable and accommodating
- a good listener
- enthusiasm to work as part of a team, but able to work independently to manage clients and workload
- confident and comfortable in using IT. Some supervision is done over Zoom and communication is via email, including the sending and receiving of attachments.
- age 18 and above

Training and support

- there will be a named line manager who will provide ongoing support
- all Supporting Hands volunteers attend a one-day training course to equip them for their individual role
- there will be some further mandatory training that you will need to complete at the start of your volunteering with us and then periodically afterwards as refresher training

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 an Enhanced Regulated Disclosure & Barring Service (DBS) check for the adult and child workforce for this role.
- 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

- an online driving licence and MOT check will be completed at the start of volunteering, and we will need to see your driving licence and evidence of your insurance, and that you are covered for volunteering; these checks will be done annually
- you must be able to commit to regular supervision provided by Rennie Grove Peace
- at Rennie Grove Peace Hospice Care we strive to continuously demonstrate our values. These values are embedded in our recruitment and selection process, and we are fully committed to equality, diversity and inclusion in both our workforce and within our culture. You can find a link to our Equality and Diversity policy here: [Equality & Diversity policy](#)
- 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. If you are not able to volunteer for a period of time, we will check in with you after 3 months. Depending on your circumstances, we would then check in with you again after 6 months. At that point, if you are still not ready to return, we will make you inactive as a volunteer, so that we are not keeping data unnecessarily and we know where we are in terms of resourcing the service. Of course, we'd be very happy to discuss returning to the role at any time – your line manager will meet with you to discuss it, and if you do return, we will ask you to attend some refresher training.

To protect both patients and volunteers, you MUST NOT:

- give medical 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