

Inpatient Unit Care

Support volunteer



Location:	Peace Hospice, Peace Drive, Watford
Time commitment:	1-2 sessions a week, 3-4 hours per session, am or pm. 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

The In-Patient Unit is based within the hospice and offers specialist palliative care to its patients as well as providing support to the patient’s family, friends and carers. This role supports the delivery of this service.

Main tasks

- Assist with serving of appropriate meals and drinks
- Assist with patients’ personal hygiene and toilet care needs under the direction of qualified staff
- To work with other members of the IPU team in general tasks to ensure a quality holistic service
- Ensure that patient information is passed onto staff ensuring that confidentiality is maintained at all times
- Ensure all fire, health and safety requirements are observed
- Assist professionals with therapeutic treatments and activities
- Be willing to support other parts of the Patient Services department as required
- Attend training and supervisory sessions as required

What are we looking for?

- 17+ years of age
- To have carer/nursing experience
- Patience and willingness to help
- Have the highest regard for the principles of confidentiality
- Empathetic and understanding nature
- Good communication skills
- In good physical and emotional health

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 in a professional context.
- you will need to complete an enhanced Disclosure & Barring Service (DBS) check for the adult workforce for this role.
- patient facing volunteers will have access to supervision support from line managers
- 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. 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