

## **VOLUNTEER ROLE DESCRIPTION**

### **Visiting Companion**

**REPORTS TO:** Palliative care team  
Chaplaincy Lead  
Ward sister  
Volunteer Services Co-ordinator

**HOURS:** Days / times to be agreed with individual volunteers

#### **ROLE OUTLINE:**

To offer support to patients and families at the end of life by offering companionship, support and comfort. Sitting with patients, possibly during their final few hours, in order they have company and are not alone. Supporting families or carers during and after the loss of their loved one.

- Sitting with a patient and / or family members to provide calm and friendly support or allow family the opportunity to leave the bedside temporarily.
- Offering to undertake errands or tasks to support the patient or family such as making drinks / refreshments, signposting to other services and facilities etc
- Sitting with patients during their final hours, possibly in place of family or relatives if the patient doesn't have any present
- Escalating any concerns, including any perceived changes to patient condition, to nursing staff

This list is not exhaustive. Duties may vary according to the needs of the service.

#### **EXPECTATIONS AND RESPONSIBILITIES:**

1. Excellent listeners, gentle, patient, empathetic and calm
2. Emotionally strong with mature perspective on life and death
3. Non judgemental and set aside own moral and religious beliefs
4. Have nursing experience or own experiences of caring for someone with major illness or through end of life
5. Work within clearly set guidelines
6. Work with sensitivity and an understanding of the issues facing those working to deliver health care within the Trust
7. Be conversant and comply with the content of the Volunteer Services Policy and associated Code of Practice
8. Be aware of and adhere to all Trust policies and protocols highlighted by the Ward/Department Manager as relevant to the volunteer placement
9. In the event of accidents, emergencies or untoward occurrences, respond as directed by the Ward/Department lead.
10. Attend training and department updates as required

**AGREEMENT**

I have read and understood the Volunteer Services Policy and signed the Code of Conduct statement. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.

If you have any queries or concerns please contact the Volunteer Services Co-ordinator prior to signing this role description.

Name: .....

Signature: ..... Date: .....

**PERSON SPECIFICATION**

**VOLUNTEER PLACEMENT – MACMILLAN UNIT**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EXPERIENCE</b>	Able to demonstrate good interaction with people	Experience of working in a health environment  Experience of volunteering
<b>APPEARANCE</b>	Clean, neat and well groomed	
<b>COMMUNICATION</b>	Good oral and written communication skills	
<b>PERSONAL QUALITIES</b>	Polite, courteous and reliable  Relate to people in a friendly and calm manner  Ability to empathise  Adaptable and willing to learn  Able to maintain complete confidentiality  Tactful and diplomatic, especially in stressful/emotional situations	Sense of humour
<b>GENERAL SKILLS</b>	Able to follow instructions  Able to use own initiative  Able to work as part of a team  Recognition of the importance of boundaries  Ability to recognise when assistance is required or distance is preferred	