



VOLUNTEER CARER

Role Description

Details:

- **Location:** Skanda Vale Hospice, Saron, Llandysul, SA44 5DY.
- **Hours:** Flexible, based on volunteer availability and hospice needs. Some volunteers choose to commit to frequent regular shifts while others offer their availability on a pre-arranged basis.
- **Supported by:** Healthcare Support Workers' Lead / Lead Nurse.

Overview:

As a volunteer carer at Skanda Vale Hospice, you'll have the opportunity to make a meaningful difference in the lives of our patients and their loved ones. Your role will focus on providing personalised, hands-on care with warmth and dedication.

You'll be part of a great team in a supportive and encouraging environment – we'll provide you with the training and everything you need to thrive in this rewarding role. If you have a caring nature and a desire to positively help others, we invite you to join our team.

What you'll be doing:

- **Patient Care:** Provide hands-on care and support to patients in their daily living, including personal care and eating and drinking, according to their individual needs. Help them move around the hospice and gardens, accompanying them on outings when needed.
- **Supporting Patient Comfort:** Watch for signs of discomfort or distress and report any concerns to the nursing team.

<i>Author:</i>	<i>Ref:</i>	<i>Status: Draft</i>	<i>Revision:</i>
<i>Reviewer: SMC</i>	<i>Associated Docs:</i>		

- **Emotional Support:** Offer emotional support and a compassionate presence; a listening ear, empathy, and understanding during difficult times. Create a warm and nurturing environment where patients and their families feel valued, respected, and cared for.
- **Support with Activities:** Help patients to take part in any meaningful activities and hobbies they may have. Assist with organising recreational and therapeutic activities and entertainment.
- **Working in a Team:** Work willingly together with nurses, other carers, companions, therapists, and team members to support great team spirit. Share relevant information and observations to support patient care planning and decision-making.
- **Observing and Reporting:** Report any changes in patients' conditions or any concerns or incidents to the nursing team and support them in keeping accurate care documentation

Personal Qualities and Experience:

- A compassionate and empathic nature, with a genuine desire to support and care for others.
- An ability to interact sensitively and respectfully with patients and their families.
- Basic understanding of the principles of care and hygiene.
- Ideally some experience of caring – either at home or in a care setting.
- Ideally some experience of teamwork with people from various backgrounds.
- Patience, resilience, and the ability to remain calm.
- Reliability with a sense of commitment to giving your best.
- Willingness to take part in the training and orientation which we provide.

Training and support:

- Comprehensive induction, training and ongoing support are provided to our Volunteer Carers to ensure they feel confident and capable in their role. This includes shadowing, one-to-one support, team sharing and development opportunities plus additional learning as needed.

<i>Author:</i>	<i>Ref:</i>	<i>Status: Draft</i>	<i>Revision:</i>
<i>Reviewer: SMC</i>	<i>Associated Docs:</i>		