



VOLUNTEER COMPANION

Role Description

Details:

- **The role:** You can volunteer face-to-face or as a remote companion or you may choose to do both.
- **Location:** Face-to-face companions are based at Skanda Vale Hospice, Saron, Llandysul SA44 5DY during Day Hospice or Respite. Remote companions can volunteer from anywhere, provided that they have a confidential space.
- **Hours:** Flexible based on volunteer availability and hospice needs.
- **Supported by:** Our Companion Lead.

Overview:

Whether you become a face-to-face companion at Skanda Vale Hospice or a remote companion who contacts patients regularly by phone, email, or video call, you can make a meaningful impact in their lives and the lives of their loved ones. You'll be offering a compassionate presence and a safe space in which to talk about their well-being, share concerns, or simply enjoy friendly conversation. We know that loneliness and isolation are significant issues for many of our patients, so our remote companions are there to offer valuable support to them and their carers.

What you'll be doing:

- Providing the reassurance of company, a listening ear and understanding during difficult times. This is an important part of creating a nurturing environment where patients and their families feel valued, respected and cared for.

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- Being attentive to the well-being of patients and their loved ones – you won't be acting as a counsellor or therapist though; your care and awareness will be enough.
- Flagging up any concerns to the Nursing Team or Companion Lead.
- Keeping appropriate boundaries – something for which we will provide training and support with the Companion Lead.

As a face-to-face companion, you'll also be:

- Supporting patients with activities they enjoy, like reading, playing games, or going for walks in our beautiful garden.
- Tending to their well-being by making drinks or snacks.
- Helping with small tasks such as laying tables and serving meals.

Personal Qualities and Experience:

- The capacity to empathise and show compassion for individuals facing difficult times.
- Good communication skills, including the ability to listen attentively without judgement.
- An understanding of how to interact thoughtfully with people from various backgrounds.
- Reliability with a sense of commitment to giving your best.
- Emotional resilience, patience and the ability to remain calm.
- A basic understanding of using IT technology.

Support and training:

We provide you with comprehensive induction and training before you start with us, plus ongoing support to ensure that you feel confident and capable in your role. This includes shadowing (for face-to-face companions), one-to-one support from your Companion Lead plus team sharing and developmental opportunities

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