

Job Description

1. JOB DETAILS

Job title:	Befriending Volunteer Hospice at Home Nursing Service
Accountable to:	Clinical Lead
Managerially:	Befriending Service Co-ordinator
Location:	Based from Home Covering Carlisle, Eden, North Allerdale Localities

2. JOB SUMMARY

The volunteer will work largely with indirect supervision and will link into the Hospice at Home Service via contact with the clinical team office. The volunteer will have direct contact with patients who are receiving palliative care in the last year of their life and also with their family members/carers. Working predominately in/from the patients home the volunteer will support the patient/family member/carer, socially, psychologically and emotionally by undertaking a range of specified, practical tasks with them, or on their behalf. Where appropriate, the volunteer will further support the patient/family member/carer to access community social/leisure activities. Volunteer support will promote continued independence, reduce isolation/ loneliness and will impact positively on quality of life.

3. ROLE OF SERVICE

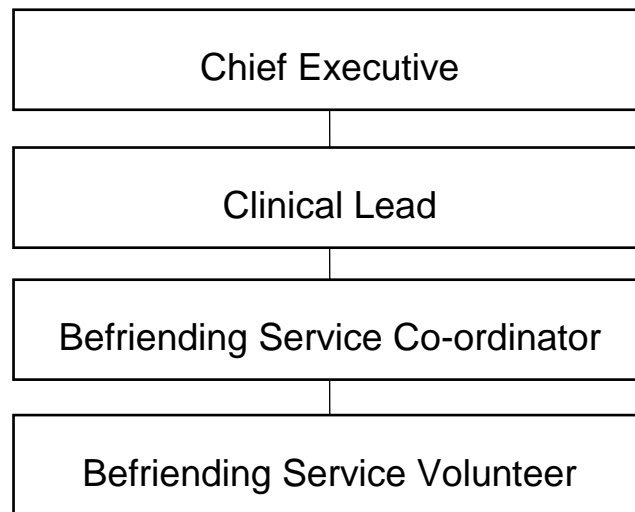
To provide an expert and comprehensive service to enhance the experience of patients with cancer and other life limiting illnesses from diagnosis through treatments to palliative and end of life care. The service also supports relatives and carers providing care predominately in the home or within the local community.

Hospice at Home Carlisle and North Lakeland is a charitable organisation working alongside and in collaboration with other specialist palliative care providers, local primary care services and Adult Social Care as well as acute settings and residential care.

The service provides nursing care and support, periods of respite care, specialist services of Lymphoedema ,Occupational Therapy, Physiotherapy, Family and Bereavement support, Complementary Therapy and a Befriending Service.

The service utilises Registered Nurses, Assistant Practitioners, Health Care Assistants, Counsellors, Allied Health Care Professionals and volunteers and is supported by administrative staff.

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

Patients who have palliative care needs, providing practical, social, psychological and emotional support.

Family Members/Carers in the course of the volunteer's duties, providing direct/indirect support for them.

Befriending Service Co-ordinators, to liaise regarding availability and following visits to patients

Hospice at Home Co-ordinators as above and in the absence of the befriending co-ordinator(s)

Clinical Lead and Quality Facilitator to report to in the absence of the coordinators and to participate in the review process.

6. DUTIES AND RESPONSIBILITIES OF THE POST

Patient/ Family Member/Carer

Maintain strict confidentiality with patient/family member/carers information

To communicate effectively and sensitively with individuals who are in the last year of life

To communicate effectively and sensitively with family members/carers

Work autonomously, with indirect supervision, predominately in/from the patients home

To provide support for the patient/family member/carers with practical tasks e.g.

- Shopping and other small errands
- Providing transport/accompanying to appointments

- Accompanying and/or supporting access to social and leisure activities
- Dog walking
- Preparing light meals and drinks

To provide periods of companionship within the home. These periods may also support family members/carers by providing them with respite from care commitments.

Report to Clinical Office on completion of each volunteer episode to report on support provided and any concerns

Provide general information regarding the Hospice at Home service to patients/family members/carers

To adhere to Hospice at Home's lone worker policy in the course of duty

Administration

To provide information regarding length of visit

To submit mileage forms on a monthly basis

To make known any circumstances which may affect the provision of service

Contribute to discussions relevant to the volunteer position and service provision

Training and Education

To attend initial induction training

To attend mandatory training deemed appropriate to post by Hospice at Home

To attend team meetings as appropriate

To attend clinical supervision in line with set minimum standards

Participate in a personal, annual review process

To attend further training/ education sessions as identified by the service and the individual

7. WORK SETTING AND REVIEW

The volunteer will work largely with indirect supervision within set frameworks and report to the befriending service Co-ordinator or Clinical Lead and Quality Facilitator on a regular basis.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to:

- adhere to Hospice at Home's policies and procedures and relevant legislation
- attend mandatory training as identified by Hospice at Home
- act as an ambassador for Hospice at Home

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the Data Protection Act 1998 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the organisations' Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role within the organisation.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases.

12. EQUALITY AND DIVERSITY

All employees of the organisation have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.

Act in ways that are in accordance with organisation's Equality and Diversity policy and Dignity in the Workplace policy.

13. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Hospice at Home's policies and procedures to ensure that information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with General Data Protection Regulation 2018. The post holder must check with the Caldicott Guardian or Information Governance Lead before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the General Data Protection Regulation 2018.

The post holder must manage the records they create or hold during the course of their employment with the organisation in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. General Data Protection Regulation 2018 , Freedom of Information Act 2000, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the General Data Protection Regulation 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic, is accurate, complete and relevant.

13. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

PERSON SPECIFICATION

POST TITLE: Volunteer Hospice at Home Nursing Service

Factor	Essential	Desirable
Qualifications		Health or Social Care Qualification Food and Hygiene Certificate
Experience	A broad experience of working within health or social care sector or equivalent professional level	Experience of working within the voluntary sector. Experience of working in a palliative care setting.
Knowledge	To have an understanding of palliative care/associated issues	
Skills and Aptitudes	Ability to work autonomously with in direct supervision Good communication skills Ability to recognise and handle conflict Recognise own need for support/training Ability to recognise the boundaries of working within the role Ability to work as part of a team	IT literate
Personal Circumstances	Flexible approach to service requirements Ability to work with individuals from a wide variety of backgrounds	
Other requirements	Willingness to travel	

PERSON SPECIFICATION AGREEMENT

Post holder

Date

Line Manager

Date