

Job Description

1. JOB DETAILS

Job Title: Occupational Therapy Volunteer
Hospice at Home Carlisle and North Lakeland

Managerially Accountable to : Clinical Specialist Occupational Therapist

Location: Based at Valley Court, Barras Lane, Dalston, working across Carlisle, Eden and North Allerdale localities.

2. JOB SUMMARY

The volunteer will be predominantly office based working within the Occupational Therapy Service alongside the Clinical Specialist Occupational Therapist, (CSOT) and Occupational Therapy Assistant Practitioner, (AP). There may be occasions when the post holder will be required to undertake visits to a patient's home, for example, to deliver/fit/check small pieces of equipment. Supervision will, therefore, be provided directly or indirectly according to the requirements of delegated tasks.

The volunteer will have direct and indirect contact with patients who are receiving palliative care in the last year of their life and also with their family members/carers. Volunteer support will promote continued independence in activities of daily living and in turn this will impact positively on quality of life.

3. ROLE OF SERVICE

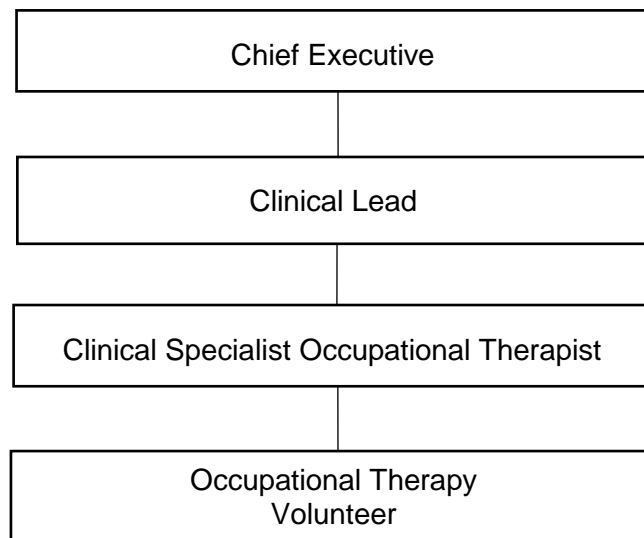
To provide an expert and comprehensive service to enhance the experience of patients with cancer and other life limiting illnesses from diagnosis through treatments to palliative and end of life care. The service also supports relatives and carers providing care predominately in the home or within the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

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

CSOT, to undertake, and report the outcome, of assigned tasks and for supervision.

AP, working alongside and undertaking joint visits.

Clinical Lead to report to in the absence of the CSOT and to participate in the annual review process

Administrative staff, with whom the volunteer may come into contact in the course of their duties.

6. DUTIES AND RESPONSIBILITIES OF THE POST

Patient/ Family Member/Carer

To provide office and administrative support to the Occupational Therapy Team. Tasks may include;

- Filing, restocking of documents,
- Using telephone and email
- Registering new referrals
- Ordering of equipment using the ELMS system
- Delivering/fitting/checking standard items of stock
- Stock check and cleaning of equipment

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

To communicate effectively and sensitively with family members/carers.

To work autonomously with indirect supervision reporting to the CSOT regarding support provided and any areas of concern.

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

To adhere to Hospice at Home's lone worker procedure.

Administration

To submit a timesheet on a monthly basis.

To submit a mileage form on a monthly basis.

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

Contribute to discussions relevant to the volunteer position and service provision.

Training and Education

To attend initial induction/training.

To complete mandatory training deemed by Hospice at Home as appropriate to post.

To attend team meetings as appropriate.

To participate in clinical supervision in line with set minimum standards.

Participate in the annual review process.

To attend further training/education sessions identified as necessary by the CSOT.

7. WORK SETTING AND REVIEW

The volunteer will support the Occupational Therapy Service through completion of work delegated by the CSOT. The volunteer role will be largely office based but may involve a degree of community based work. Supervision will be provided directly/indirectly according to the requirements of delegated tasks.

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: Occupational Therapy Volunteer

Factor	Essential	Desirable
Qualifications	None essential	Health/Social Care Qualification.
Experience	Experience of working within a health or social care sector or an equivalent professional environment.	Experience of working within the voluntary sector/palliative care/Occupational Therapy.
Knowledge	To have an understanding of palliative care/associated issues. To have knowledge/experience of Occupational Therapy.	
Skills and Aptitudes	Excellent communication skills Ability to work as part of a team Ability to work autonomously with indirect supervision Ability to recognise and deal with conflict Ability to recognise the boundaries of the role and work safely within them Recognise own need for support/training	IT literate
Personal Circumstances	Flexible approach to service requirements Ability to work with individuals from a wide range of backgrounds	
Other requirements	To maintain a calm persona Willingness and ability to travel to required area of work	

Factor	Essential	Desirable
PERSON SPECIFICATION AGREEMENT		
Post holder	
Date	
Line Manager	
Date	