

**IPU Volunteer Role Description**

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| Role title | Inpatient Unit Volunteer |
| Responsible to | Inpatient Unit Management team |
| Location | Inpatient Unit (IPU) |
| Purpose of role | To support practical support to the IPU routines such as preparing the patient area for eating and serving meals and drinks to patients.  To provide company and distraction for patients on the inpatient unit. |
| When role to be carried out | There are three shifts each day:   * 10:00-12:30 * 15:30-18:00 * 19:00-20:30 |

**Confidentiality:**

Volunteers will be subject to the Hospice Confidentiality Policy and to the requirements of the Data Protection Act (1998), thus maintaining the confidentiality of all information obtained during the course of volunteering for Wigan & Leigh Hospice.

You will also be subject to a Disclosure and Barring Service check.

**Main Responsibilities**

* To prepare patient bedside table to receive meals.
* To replenish patient water jugs and cups.
* To prepare the trays used to serve patient meals.
* To serve meals (lunch or supper).
* To clear trays from patient rooms after meal and clean patient tables.
* To make and serve hot and cold drinks for patients.
* To assist patients with breakfast menu choices in the evening.
* To be available to support patients requiring company and distraction.
* To act responsibly at all times and work within the Hospice policies and procedures.
* To raise concerns in a timely manner.
* To adhere to the Inpatient Unit Volunteer Code of Conduct.
* Role model the Hospice core values of **C**ompassion, **A**ccessibility, **R**espect and **E**xcellence.

**Training and support**

* Undertake the necessary mandatory training required and provided for this role.
* Attend annual IPU volunteer Forums led by the IPU Manager and Secretary.
* Consult the IPU Volunteer notice board every shift for updates on the unit.

**Personal skills**

* Ability to communicate well in a variety of situations.
* Caring, compassionate and respectful nature.
* Have a calm disposition and be friendly and approachable.
* Understand the sensitive needs of patients and their families dealing with life threatening illnesses and how this may impact upon their behaviours.
* Trustworthy and reliable.
* Open outlook on the diversity of approaches to life.
* Good listening skills.
* Comfortable with patients and visitors who are suffering.
* Comfortable with patients who are dying and the bereaved.