

Inpatient Unit Volunteer Role Description

Post	Inpatient Unit Volunteer
Department	Michael Sobell House
Location	Michael Sobell House, Mount Vernon Hospital, Northwood
Report to	Nurse in Charge
Responsible to	Organisational Manager
You will be contributing to the day to day running of the Inpatient Unit by providing support to the Housekeeper; serving meals and drinks to our patients and visitors at Michael Sobell House.	

Time Commitment

Three to four hours per shift a week.

Tasks and Activities

- Welcoming visitors, finding chairs for them and directing them around the Unit.
- Distributing menus and assisting patients to make their meal choices.
- Serving meals, snacks and drinks to patients.
- Replenish the water jugs.
- Offering drinks to visitors.
- Collecting crockery and cutlery after meals, rinsing them and keeping the kitchenette and café areas tidy.
- Keeping our patients' company; chatting to them, reading to them or assisting them in recreational activities if appropriate.
- Utilising your particular skills, for example bring a musical instrument to entertain the patients if there is time.

Skills and Personal Qualities

- Trustworthy and reliable.
- Excellent Communication Skills.
- Strong interpersonal skills, to deal with a diverse range of people.
- Good organisational skills.

Harlington Hospice, Lansdowne House, St Peters Way, Harlington, Hayes, UB3 5AB

General: 020 8759 0453 | 24/7 Advice & Support: 020 3824 1268 | Fundraising: 020 8106 9222

info@harlingtonhospice.org | harlingtonhospice.org

- A flexible and non-judgmental approach to people and work.
- Enjoy working as part of a team.

Dress Code

Appropriate dress for the role to reflect the professional image of the Hospice. A volunteer badge must be worn.

Training and Support

- Volunteer Induction Programme which includes Mandatory Training which should be completed prior to starting. Preference for online mandatory training is also available.
- Shadow a volunteer or a health care assistant.
- Debrief at end of shift if required.
- Hospice newsletters.

Disclosure and Barring Service Certification

Standard Disclosure required.