

**Day Services Guest Support**

**Volunteer Role Description**

**What is a Day Services Guest Support?**

The Day Services Guest Support is responsible to the Day Services Manager. They support Living Well Centre staff in delivering therapies and groups for Living Well Centre patients (guests).

**This role will suit people who are…**

* Friendly and helpful
* Patient and caring
* Committed and reliable
* Able to be flexible and adaptable in their approach to their volunteer work

It is also essential that you can demonstrate our values of **Compassion, Respect, Integrity, Professionalism, Choice** and **Reputation**. They define who we are and what we do as a high quality care provider and high quality place to volunteer.

**Why do we need you?**

We are looking for volunteers to support our guests attending therapies and groups at our Living Well Centre. This includes creative writing, gardening, cognitive stimulation therapy (CST), physiotherapy and occupational therapy led activity groups. Due to the diverse age range of guests utilising our services, we welcome interest from anyone over the age of 18.

The support you provide will allow us to effectively support people to live well with life-limiting conditions.

**What’s involved?**

* Talking with and listening to guests attending our groups
* Partaking in activities as part of the group to encourage guest participation
* If appropriate, sharing your skills and knowledge by leading activities with support from staff
* Acting on advice and guidance from staff during groups, as appropriate
* Reporting any concerns raised by guests to staff immediately
* Taking into account a guest’s individual needs and limitations and offering assistance as required
* Supporting with refreshments, if required, as guided by staff
* Adhering to all health and safety and infection control policies; including the use of personal protective equipment (PPE) as appropriate and as instructed

**What should you already have and what could you gain from this opportunity?**

You should have:

* A sound understanding of the importance of confidentiality
* Experience in creative writing, gardening, arts and crafts though this is not essential

Full induction and relevant training will be provided. Support will be available from the Day Services Manager and Living Well Centre team.

What you could gain:

From this role you can gain experience of patient care. You can also gain an awareness of Hospice care and the care that we provide at St Cuthbert’s Hospice.

You will have the opportunity to meet new people and become part of a friendly, caring team.

**Policies and Procedures**

As a volunteer you will be expected to comply with Hospice Policies and Procedures relevant to your role and to maintain confidentiality.

**Out of pocket expenses**

Any agreed out of pocket expenses that are incurred when carrying out your volunteer role will be reimbursed.

***A Disclosure and Barring Service (DBS) check is required for this volunteer role***

**Extra Information**

|  |  |
| --- | --- |
| Time-Free-Download-PNG | **Your availability**Monday – Friday. Times to be discussed with the Day Services Manager |
| ncBBnqg7i | **Location**Living Well Centre, St Cuthbert’s Hospice, Park House Road, Durham, DH1 3QF |
|  | **Training**We value our volunteers and want your experience to be both positive and fulfilling. We offer a comprehensive induction programme and any appropriate instruction, guidance or training to assist you in your volunteer role. We ask that any essential training is completed either prior to you starting with us or within three months of starting. You will have an opportunity to learn new skills, build social networks, share experiences and skills and be recognised for the contribution you make. |
|  | **Who to contact**For more information regarding this volunteer role please contact **(0191) 3746169** or **volunteers@stcuthbertshospice.com** |