



St Oswald's
Hospice

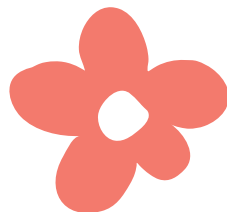
Volunteer Handbook

Quality time for everyone

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Welcome to St Oswald's Hospice



A message from our Chief Executive, Steph Edusei

"I would like to welcome you to St Oswald's Hospice, the Hospice Management Team (HMT) and I hope you enjoy the time you spend volunteering with us. You are joining a very special family who all have one ultimate aim, to contribute to making the most of time and improving the quality of life for everyone in the North East living with a life-limiting condition, and their families. This aim could not be achieved without the precious support of our volunteers so I'd like to thank each of you for dedicating your time and energy to our Hospice."



Steph Edusei
Chief Executive

A message from Laura Lowther, Head of Volunteering

"Thank you so much for joining St Oswald's Hospice as a volunteer – we're so pleased you're here! Volunteering continues to evolve in our wonderful organisation and every hour volunteered, every role or task undertaken plays its part in being able to provide outstanding care to patients and families now and into the future.

We hope that this Volunteer Handbook contributes to a warm welcome, sets out important information and helps paint a picture of volunteering at St Oswald's Hospice. We're always looking to develop and improve volunteering so please do keep in touch if you have any questions or ideas that aren't outlined here.

As well as your Volunteer Link, our Volunteering Department is here to support you too – please keep in touch!

volunteer@stoswaldsuk.org



Laura Lowther
Head of Volunteering

Who we are





Our Story

We are St Oswald's and we're a hospice
We're much more than most people
think we are.

We are a place for living.
Our arms are open and inviting.
We don't focus on being morbid or sad,
our hope is for everyone to make the most
of the life they have.

We are the warmest of welcomes,
a hand to hold when you've lost your way,
joy and laughter on a good day.
When hearts are heavy, we're a listening ear,
practical support when the road ahead isn't clear.

Amazing things happen right here.
Support and kindness abound,
nature and peace are all around.

Growing and learning every day.
Experts in care, working together and
improving lives for the better.

We believe in quality time for everyone,
making memories and moments to share.
If death is to come, we provide dignity in end
of life care.

We're a home-from-home where families can stay,
respite for those struggling day-by-day.
We are a haven in the North East,
an open-minded community, a comforting space,
come in to our safe place.

[Watch 'Our Story' video here](#)



Who we are

St Oswald's Hospice is a charitable Hospice rooted in the North East. We provide outstanding specialist and expert care to adults and children with life-limiting conditions. We believe in quality time for everyone, no matter how long that might be.

What we do

We offer outstanding, specialist and expert care and services for North East adults, young people, children and babies.

Within our Adult Services, we offer care for adults with an advanced progressive condition including Cancer, Motor Neurone Disease, and other end stage neurological, cardiac and respiratory conditions. We provide specialist care via a number of services including a Focus on Living Centre, a Lymphoedema Service, an Inpatient Unit, Complementary Therapy, Outpatient Clinics, an Outreach Service and support groups for patients and carers. Within our Children and Young Adults Service, we provide specialist short breaks to children, babies and young adults aged 0-25 years with progressive, life shortening conditions as well as end of life care.

Did you know?

During 2020 – 2021, **2,369 adults, 11 young people and 86 children** have directly benefited from our care this year.

How we do what we do

We're a place where people matter. A place that focuses both on living and dying well. A safe place to feel sad, and a safe place to feel joy and laughter. We instinctively do whatever we can to help – we are a home-from-home filled with honesty, camaraderie and hope.

Our multi-disciplinary team, who make this possible, includes doctors, nurses, physiotherapists, bereavement support workers, occupational therapists, social workers and complementary therapists. We also support patients with their spirituality, faith and beliefs by relevant people.



Why do we do what we do

We're here to provide a safe place where people can feel relaxed, peaceful and comfortable, knowing they are being expertly cared for, at a time when they really need it.

What makes our people tick?

Our St Oswald's Hospice family is made up of staff and volunteers who are optimistic, genuinely caring and compassionate in nature. We approach every day with a positive, professional, can-do attitude to change lives for the better.

How we make it possible

As a charity, St Oswald's Hospice needs to raise over 7.5 million each year to continue providing its vital services for North East patients and their families. St Oswald's Hospice makes no charge to patients for any services; ensuring hospice care is available to everyone. For more information, please visit: www.stoswaldsuk.org.

On admission to our Inpatient Service, many patients say
"I wish we'd found you earlier"



Our Values

Our Values are our core beliefs, they explain who we are, how we work, what we believe in and stand for. They reflect our culture here at St Oswald's.

Our Values (CAPES) are:

- Caring and Compassionate
- Accountable and Authentic
- Positive and Can Do
- Excellence and Innovation
- Safe and Supportive

St Oswald's Hospice values define how we act, behave and treat each other, for the benefit of our many stakeholders, including ourselves, and our community.

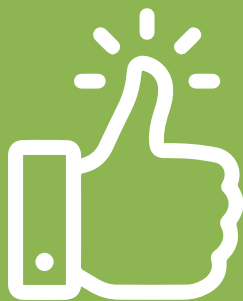




**CARING &
COMPASSIONATE**



**ACCOUNTABLE &
AUTHENTIC**



**POSITIVE &
CAN DO**



**EXCELLENCE &
INNOVATION**



**SAFE &
SUPPORTIVE**

Who we are helping

"My mam passed at St Oswald's on 18th October, 2001 and ever since we have supported the hospice. It was a great, magical place for us as we often visited as kids whilst my mam was receiving treatment. The whole family were cared for whilst she was there and it means so much to us still... The one thing I will always remember is someone said to us the money needed to provide services at the hospice was raised by the public. To provide the care that my mam was receiving, the money had to be raised in the community and that's how you and everyone at St Oswald's provides the amazing work you do to keep the place running."

Lee Gibson regarding our Adult Inpatient Unit



"When mam was first diagnosed with Lymphoedema I didn't know much about it and I was initially a bit alarmed when I was told we would be attending a hospice. However all my concerns were very swiftly wiped away after our first visit and mam has now been going to St Oswald's for over four years.

The staff are brilliant, there's no other word for them. The minute you arrive at the clinic there is a sense of calm, everyone is so friendly and welcoming, it sometimes feels as if you are visiting friends. Everyone treats you with respect and are very mindful of maintaining your dignity at all times..."

Shelaugh & Shirley regarding our specialist Lymphoedema Service



...And the difference you make

Volunteers are at the heart of St Oswald's Hospice. We simply couldn't do what we do without your support.

Volunteers like you are part of our daily life — whether you welcome our visitors at reception, support patient care, help us raise money and cheer for our supporters at live events, help us get admin done behind the scenes or serve our customers in our charity shops. We recognise the huge difference that you make to the life of people with life-limiting conditions in our community, and their families.

Our volunteers come from all ages, backgrounds and walks of life and we aim to expand and maximize diversity at St Oswald's Hospice, to make sure that everyone has a chance to fulfill their potential and make an impact on our organisation and wider society.

Thank you so much for choosing to give your time, skills and passion to us as a volunteer. Together, we can fulfill our mission — to make the most of time and improve quality of life for everyone.



Equality, Diversity & Inclusion

St Oswald's Hospice aims to promote inclusion, diversity and human rights for our staff, volunteers and patients, tackling all forms of discrimination and removing any inequality we find in the provision of both our services and broader employment practices/development.

St Oswald's Hospice has an Equality, Diversity and Inclusion Steering Group which was created in early 2019. The Group has committed to a Statement of Intent that describes how we will listen more effectively to the views of those we don't hear from as often; look at the way we have always done things and how these ways may be a barrier to some people, and we will act on what we know and what we find out.

If you would like further information on our work in this area please contact any member of the Equality, Diversity & Inclusion Steering Group. Laura Lowther (Head of Volunteering) and Scirin Khaleghpoor (Volunteering Development Officer) represent the Volunteering Department in the group.



Your volunteer journey

Your volunteer journey will vary according to the nature of your role, however for most roles this will be based on some or all of the steps below:

Hospice or community based volunteers:



Retail based volunteers:



Did you know?

All volunteers are assigned a Volunteer Link – a staff member who works in your area you can refer to for support and guidance. For retail volunteers, this is usually a Shop Manager. It is important to know who your Volunteer Link is. If in doubt, please contact the Volunteering Department.

Online Mandatory training is important for:

- Care Quality Commission (CQC) requirements
- Increasing demands from our insurers
- Our commitment to provide a safe and supportive environment
- Requirements under health and safety legislation

If you are struggling with your online training, you can complete this on site with support. Please contact the Volunteering Department for more information.

People Charter (Volunteers)

As a volunteer at St Oswald's Hospice, I agree to...

- Ensure I understand my role, the tasks required to deliver it and to keep in touch with my Volunteer Link
- Complete and renew all mandatory training and processes whenever required
- Demonstrate my commitment through prompt and consistent attendance
- Contact my Volunteer Link, Shop Manager, or Main Reception if I am unable to volunteer as planned, with as much notice as possible
- Adhere to all Health & Safety guidelines, including infection control guidelines
- Read and familiarise myself with the contents of the Volunteering Handbook
- Familiarise myself with St Oswald's Values and commit to live them as follows...

Caring and Compassionate

I will...

- Treat others with the kindness that I would appreciate for myself and my own family
- Pay attention to the non-verbal messages I give as well as notice them in others
- Respect confidentiality and show that I can be trusted

Accountable & Authentic

I will...

- Be open to feedback and act on it where appropriate
- Be self-aware and open to acknowledging when I'm at my limits or have made a mistake
- Be objective and non-judgmental whatever my personal opinions or beliefs

Positive & Can Do

I will...

- Have a positive attitude and pride in my work
- Be flexible, approachable, considerate and supportive of others
- Be courteous to all, addressing differences and challenges openly and honestly

Excellence & Innovation

I will...

- Ask questions that improve my knowledge and understanding
- Be open to new ways of doing things, embracing progress and change
- Be the best I can be whenever I volunteer

Safe & Supportive

I will...

- Speak up when things aren't right for me or others
- Recognise people as individuals and be respectful, equitable and fair to all
- Avoid using offensive language and not shout at, bully or harass others

St Oswald's Hospice commits to...

- Living our organisational Values (available on our [website](#))
- Providing you with a Volunteer Link as your key contact
- Offering you a meaningful role with opportunities for learning and development to support you in your role
- Ensuring training, resources and equipment are in place for you to deliver your role or task
- Providing support and supervision appropriate to your role
- Regular and clear communication

Who are our volunteers?

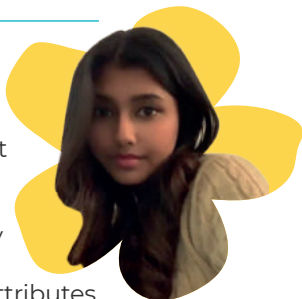
"I was aware of St Oswald's Hospice through my previous work as a nurse and someone I knew had benefitted from their care. While he was at the Hospice I visited him and he was so happy. He had so much praise for the place and the staff and he was so well looked after. When I decided to volunteer I thought of him and knew the Hospice would be the ideal place. The team at St Oswald's are really lovely, they all work well together and always help me out and support me if I have a question. The level of care they provide is amazing. When I'm volunteering I feel like I'm doing something worthwhile with my time which gives me a lot of satisfaction"

Kash, Volunteer Nurse



"The global pandemic has definitely been an eye opener to me about how important it is to give back to the community and support and help where you can. I, myself, have had times during lockdown where I wished I could chat to someone or have a companion; so being able to be that companion to someone else is so valuable and I just really want to help wherever I can. In my role, I get the opportunity to chat to patients and distract them and that's been really rewarding. Volunteering has helped me to develop several attributes such as communication and interpersonal skills, confidence, and the ability to better manage my time. All of these skills will help me in the long run, especially when it becomes time to apply for university or a job!"

Janina, Patient Support Volunteer



"I find volunteering so enjoyable as I love gardening. During the brief time I had volunteering pre-pandemic I took on responsibility to develop a small garden area which needed a bit of attention. It was an ideal way to begin as a volunteer because I had the freedom to make choices and plan and work on the space, which gave me creative satisfaction. The team of gardeners are so friendly and welcoming, and they make sure that anyone new becomes completely absorbed into their group in no time at all."

Liz, Volunteer Gardener



Want to try a new volunteer role? There's a variety of ways you can support St Oswald's Hospice. Available opportunities can be found on our [website](#).

The Essentials

Security Checks

Some roles may require you to complete an enhanced Disclosure and Barring Service (DBS) check. This will be free of charge. Any volunteer required to complete a DBS check will be notified in advance.

Expenses

St Oswald's Hospice will cover reasonable receipted out of pocket expenses (e.g. Travel expenses - mileage is limited to 0.45p per mile and you can claim up to £9 a day if you are travelling by public transport). Please agree these in advance with your Volunteer Link. Forms should be completed monthly, signed by your Volunteer Link and given to Finance by the 5th or 20th of the month.

If you do not wish to be reimbursed, we'd love you to consider making the claim and then donate the money back to us with additional Gift Aid payment.

This would generate income for St Oswald's Hospice at no extra cost for us, or you. For more information on how to do this please contact supportercare@stoswaldsuk.org. Please note that Gift Aid payments only applies to UK tax payers.

Confidentiality

Patient and personal staff/volunteer information, however insignificant it may seem, must be treated as strictly confidential. Personal information should only be given to authorised personnel, if there is a need for them to know, and not be disclosed to anyone else.

Accidents/ Incidents/ Near Misses

We can only learn from mistakes or near misses if we know about them. It is your individual responsibility to tell your Volunteer Link if you have any concerns and to report any near miss or incident, however small.

Fire

In the event of a fire at the Hospice site you will either hear a continuous or intermittent alarm. If the alarm is continuous evacuate immediately and go to your designated fire assembly point. If intermittent prepare to evacuate. On other Hospice premises i.e. some shops, where an automatic fire alarm is not fitted then a whistle or verbal warning will be given. You will receive further training on Fire Safety.

No Smoking/ Vaping/ E-Cigarettes

Smoking/Vaping/E-cigarettes are not allowed anywhere in the workplace or the grounds of the Hospice. Help is available to give up smoking at www.nhs.uk/smokefree. When going offsite to smoke/vape/E-cigarette please be respectful of our neighbours.

First Aid

There are a number of trained first aiders on the main Hospice site. Their names and contact numbers are displayed by First Aid boxes. Alternatively, if you need someone quickly please contact Main Reception by dialling '0' and they will put a call out. Defibrillators (AED) are available in the Main Reception Area, the corridor leading to Outpatients and in Children & Young Adults. If you are a Retail volunteer, First Aid arrangements will be discussed during your induction.

Car Parking

Car parking is free within the grounds of the Hospice, but staff and volunteers are requested not to use the designated disabled, ambulance, patient or visitor bays and to park with consideration for the access of others. Car parking onsite is limited so please consider car sharing or using public transport. Please ensure that HR and the Main Reception have your car registration.

Signing In And Out

For security and health and safety reasons, all volunteers must use the signing in book for their area. In the event of an evacuation, it is important that we know where you are, so please remember to sign out too. All shops also have a signing in and out procedure.

Resolving Concerns

At St Oswald's Hospice, we welcome feedback on the services we provide. Occasionally, this feedback may take the form of a complaint. It is extremely important that you address concerns promptly and consistently. We encourage individuals to try and resolve informal complaints with their Volunteer Links at the time. Formal complaints can be emailed to **volunteering@stoswaldsuk.org** and will be managed by the appropriate Head of Service.

Freedom to Speak Up (Whistle Blowing)

St Oswald's Hospice recognises its duty to ensure that staff and volunteers who raise a concern without malice and in good faith are protected. We hope that there will never be an occasion where you will need to use this policy. Where you have a concern this should be raised with your Volunteer Link, who will raise it with a member of HMT, the Chief Executive or duty manager. Where you have a concern about your Volunteer Link you should raise it directly with HMT, the Chief Executive or duty manager. Where you have a concern about the Chief Executive you should raise it directly with the Chair of Trustees. If you would like confidential advice or guidance in relation to a whistle blowing concern you can also contact St Oswald's Hospice Freedom to Speak up Guardian – Leigh Marrs at **SpeakUp@stoswaldsuk.org**

The Essentials continued

Social Media

Regardless of privacy settings, social media channels are public platforms and content posted on them instantly becomes a written, public record, which can be copied, saved and/or re-shared. As such, please never act in a way which could potentially bring St Oswald's Hospice into disrepute.

Change Of Circumstances

It is important that we keep your volunteer record up to date. Please remember to tell your Volunteer Link of any change in your personal circumstances, e.g. change of name, emergency contact or change of address/ email address. Access to personal information held by St Oswald's Hospice is available in accordance with the General Data Protection Regulations (GDPR).

Badges

You will be issued with an identification badge when you start volunteering. Please wear your badge whenever and wherever you are volunteering. It helps staff, patients, visitors, supporters and other volunteers identify you.

Uniform

Patient-facing volunteer roles require volunteers to wear a uniform. Your Volunteer Link will advise you on appropriate attire for your particular role and can order a uniform for you. In addition, for Infection Control purposes, those working in clinical areas and in the kitchen must have short fingernails, with no varnish or gel nails, with no jewellery (except a plain, single ring) and should also avoid wearing perfumes. Please remember to return your uniform if you are leaving your volunteer role.

Absence

It is important that you let your Volunteer Link know as soon as possible if you are going to be absent on your designated shift. This helps us plan ahead and ensure that we find cover.

Leaving

We understand that your availability can change over time and we encourage you to speak to your Volunteer Link if you would like to change your role or time commitment. If you do decide to leave or want to put your volunteering on hold for a while, please let us know as soon as possible. This helps us understand our future recruitment needs and ensure that we always have enough volunteers to support the work of St Oswald's Hospice. Thank you for sharing your time, skills and generosity whilst you've been part of our team.

How you can get support

At times, the emotional workload of working for an organisation caring for patients with life limiting conditions can be high. There are also times when departments and teams experience periods of change, this occurred during the most recent Covid-19 pandemic for example. Or you might have a personal issue and feel it would help to talk things through.

Here at St Oswald's Hospice, the wellbeing of our volunteers is paramount to us. We want you to feel as comfortable and confident as possible in your volunteer role. Here are some of the ways we can support you:

In-House Confidential Support Service

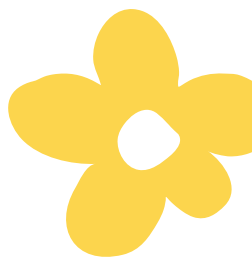
If you have a personal or work related problem, and you feel it would help to talk to someone in strict confidence, then you can contact the In-house Confidential Support Service. To find out who the team is made up of please visit the Hospice intranet (OsWorld) or contact your Volunteer Link. For more information please visit our [website](#)

Taking a Break

If volunteering is affecting your private life or vice versa, we encourage you to consider taking some time off and to speak to your Volunteer Link for support. Alternatively, you can also contact the Volunteering Department. We can put your volunteering on hold for a maximum of three months.

Informal Support

We think it's important that you and other volunteers can support each other, for example with a talk over a cup of tea, a social event or simply a brief chat in the corridor. Some roles, especially those in direct contact with patients, will require you to attend reflective practice group sessions to talk about anything that might have come up for you recently.



What other volunteers say...

"I really enjoy volunteering in the shop, there are so many varied tasks to do and serving the customers is always a pleasure, especially when you see that they know they have just bought something amazing at a great price. Volunteering in the shop is an opportunity to get out and meet people face to face and have some sort of social interaction."

Jackie, Retail Volunteer at Jesmond



"There are lots of things I really enjoy about volunteering. One of those things is that you get to see first-hand how St Oswald's can really help make such a difference to people's lives. It's so rewarding seeing a patient's condition get better and better with each appointment, knowing that the Lymphoedema Team have put so much hard work in to make that possible. The people at St Oswald's are also one of the reasons I love coming in each week. People are at the heart of everything St Oswald's do, both in the Hospice and outside in the community."

Dan, Lymphoedema Volunteer



Want to try a new volunteer role? There's a variety of ways you can support St Oswald's Hospice. Available opportunities can be found on our [website](#).

How we'll keep you updated

We believe that communication is key to good volunteering and we love to keep you up to date with everything that goes on at St Oswald's Hospice. We also love to hear from you so please do not hesitate to reach out and let us know how you are getting on. This is how we communicate as an organisation.

Departmental

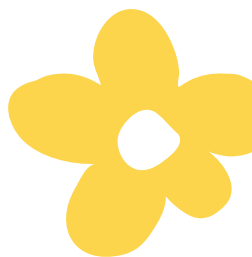
Within your department, you will be encouraged to have regular chats with your Volunteer Link. Wherever possible, volunteers are included in departmental team meetings, where you can share your views with your team. Specific meetings are also held for some groups of volunteers. These provide an opportunity to meet, review ways of working, ask questions and raise concerns.

Surveys and Research

We invite all volunteers to take part in surveys and research. These are conducted periodically and are one way we gather the views of volunteers on aspects of life at St Oswald's Hospice. We greatly appreciate your feedback and hope that you'll take part in our surveys.

Volunteer update emails

Email updates are sent out every other week to volunteer personal email addresses. These emails cover latest news and important updates, new developments, upcoming events, staff and volunteer case studies and more. Please ensure that we have your right email address so you can receive these. If you do not wish to receive our emails anymore, please inform the Volunteering Department at volunteer@stoswaldsuk.org



How we communicate

Communications and Marketing Department

The Communications and Marketing Department provides a support service to St Oswald's Hospice. The team use a variety of tools to communicate messages to all our stakeholders, which include the general public.

Share your story

Working closely with the Volunteering Department, the team often contacts volunteers to produce volunteer case studies (like the ones in this handbook). Volunteer case studies help us understand volunteers' experiences, as well as promoting the impact that volunteers have to all of our stakeholders. This in turn helps us attract more volunteers and back up our funding applications.

If you want to get featured please let us know at volunteer@stoswaldsuk.org. We greatly appreciate your involvement and can't wait to hear from you!

4 Weeks/ 6 Months & Exit Surveys

All volunteers are sent a short survey by email 4 weeks and 6 months from their start date, as well as when they decide to leave. These surveys only take few minutes to complete and are a great way for the Volunteering Department to get further insight into your experience at St Oswald's Hospice.

Snapshot

This is our biannual supporter newsletter which can be viewed on OsWorld, the Hospice intranet, as well as found in communal areas around the Gosforth site and in our shops.

Feedback Bank

The Feedback Bank is a way to gather comments, complaints and compliments from all our stakeholders. You can make and forward on comments via the Feedback Bank on OsWorld (the Hospice intranet) the Feedback Bank boxes around the Hospice or by talking to your Volunteer Link. Responses will be collated, analysed and action points allocated where necessary. Follow up actions will be publicised through the 'you said, we did' page on our website.

100% of the volunteers
who completed the
6 months survey **felt**
we communicate well
as an organisation

**"I feel communication was
good from the Hospice and
would like to thank the
organisation for continuing
to keep me informed during
the time I have been unable
to play an active role at
St Oswald's"**

Pat (Exit Survey)

Useful contacts

Volunteering Department – volunteer@stoswaldsuk.org



Laura Lowther
Head of Volunteering



Scirin Khaleghpoor
Volunteering Development Officer



Lizzie Spencer
Clinical Volunteering Coordinator

Human Resources – humanresources@stoswaldsuk.org

Main Reception – 0191 285 0063

Retail – 0191 246 9123 or email retailhelpdesk@stoswaldsuk.org

You can find a list of our shops and their addresses [here](#)

SHEF (Safety, Health, Environment, Fire) – facilitieshelpdesk@stoswaldsuk.org

IT – helpdeskIT@stoswaldsuk.org ext. 2154

General Enquiries

St Oswald's Hospice
Regent Avenue
Gosforth
Newcastle upon Tyne
NE3 1EE

0191 285 0063

enquiries@stoswaldsuk.org

Thank you...

for sharing your time, skills and generosity. We're so grateful to you for this and we hope you enjoy your time volunteering with St Oswald's Hospice.

As you know, St Oswald's Hospice volunteers make a huge contribution to the work of the Hospice, we couldn't do such wonderful work without you. Volunteers enable us to make the best of our resources whilst providing outstanding care to our patients and their families. We also really value the links that volunteers bring to the communities we serve and the different perspectives that you have.

Welcome to the St Oswald's Hospice family!

**0191 285 0063 | enquiries@stoswaldsuk.org
www.stoswaldsuk.org**

Reg Charity No. 503386



**St Oswald's
Hospice**