



**St Oswald's
Hospice**

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER ROLE TITLE: Ward Helper Volunteer (flexible)

VOLUNTEER LINK: Clinical Volunteering Coordinator

Aim: To provide a friendly and efficient food and drinks service to patients, enabling nursing staff to focus on care duties.

Hours: This is a flexible role, with a variety of days and times available each week:

Breakfast (8am-10am) / Morning Coffee (10am – 11:30am) / Lunch (12:15pm – 1:45pm), Afternoon Tea (2pm – 3:30pm) and Supper (5pm – 6.30pm).

Main Tasks:

- Working alongside catering staff via the Main Kitchen to maintain supplies, prepare refreshments, collecting and washing (dishwasher) used plates, utensils etc.
- Serving food / drink / refreshments to patients and families and using trolleys
- Ensuring Ward Kitchen is clean and tidy at the end of each service, resetting trolley for next volunteers.
- Liaising with nurses where appropriate
- Providing a friendly presence for patients and their families – primarily listening and informal companionship, undertaking small tasks if appropriate

Personal Qualities:

- Comfortable working in a patient-facing environment
- Able to work independently and as part of a busy team and environment
- Able to maintain confidentiality at all times
- Please note the role primarily involves physical activity, though regular breaks are available and reasonable adjustments can be discussed as required.
- Ability to model our values: St Oswald's Hospice | Our Values Standards Of Behaviour (stoswaldsuk.org)



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Essential Processes/ Training (Internal Info):

- **DBS check** (ENHANCED CHILDREN & ADULTS)
- **Mandatory Training** (NON CLINICAL)