

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Ladies and Men's Shed Support Volunteer

VOLUNTEER LINK: Fiona Boyd

Aims: To give patients a warm and friendly welcome at the Ladies and Men's Shed sessions. Volunteers will help people feel comfortable, included and supported while they take part in activities. They will work alongside Focus on Living staff and receive support throughout their volunteering.

When / Where: Tuesdays, 1pm–3.30pm, at St Oswald's Hospice, Gosforth site – Focus on Living

Main Tasks:

- Help staff set up the room and activity materials before each session.
- Welcome patients, offer refreshments and help people settle in.
- Spend time with patients during activities, offering conversation, encouragement and practical help with the activities.
- Let Focus on Living staff know if someone may need extra support.
- Recording information on SystemOne.

Skills and Experience:

- Able to help with setting up, activities and tidying away.
- Friendly, approachable and comfortable talking with patients.
- A good listener who can respond with sensitivity.
- Able to follow staff guidance and work well as part of a team.
- Interested in creative, practical or social activities.
- Able to respect confidentiality and maintain appropriate boundaries.
- Basic IT confidence for using SystemOne, training will be provided.

Personal Qualities:

- Organised and practical.
- Friendly, welcoming and approachable.
- Patient, calm and understanding.
- Reliable and able to offer a regular commitment.
- Respectful, non-judgemental and able to maintain boundaries.
- Comfortable supporting people who may be living with illness, change or uncertainty.
- Interested in craft, practical or social activities.
- Identifies with St Oswald's Hospice Values and People Charter
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

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Benefits:

- Volunteering at St Oswald's Hospice gives you the opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- A chance to develop new skills, experiences and knowledge.
- Meet new people and be part of a friendly team.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.

Essential Processes/ Training (Internal Info):

- ☒ Recruitment Pathway *[On-site]*
- ☒ Minimum age *[18+]*
- ☒ DBS check required *[Yes]*
- ☒ Health & Safety Training Online *[Non-clinical]*
- ☒ Additional training specific to role
[An Overview of Care at St Oswald's and SystemOne]
- ☐ Available on Volunteer to Career pathway *[No]*
- ☒ Smartcard Required *[Yes]*