



# VOLUNTEER ROLES

## NEW VOLUNTEER PROCESS

Volunteers are required to complete a registration form, attend an interview and provide two references. Hospice volunteers will be interviewed by the Volunteer Services team, while Shop volunteers will be interviewed by the manager of the shop they are interested in.

Volunteers in certain roles are required to undergo a criminal records check through the Disclosure and Barring Service (DBS) to ensure that they are suitable to work with vulnerable people. We will organise this for you if you are accepted as a volunteer.

## VOLUNTEER ROLES

### **Acorn**

Acorn offers bespoke projects for children and young people in our community. The team is staff led but comprises volunteers, patients and carers. In general the Acorn volunteer role is similar to the Day Hospice role; specific talents are also utilised where appropriate.

### **Administration**

Admin support is needed in many departments, and may include computer work, including data inputting, filing, photocopying etc. Good Excel skills are particularly valuable.

### **Bereavement Support**

Assisting with events for the bereaved, forming part of the bereavement support team.

### **Bedside Companions**

Spending time with inpatients during the early evening, providing company to those who may be on their own.

### **Carers Respite**

Experienced carers needed to look after patients in their own homes one day a month, enabling family carers to attend a monthly respite and information session at the Hospice.

### **Chaplaincy**

To meet with patients, relatives, staff and volunteers & help where possible in providing spiritual care

### **Complementary Therapy**

This service offers Reflexology, Aromatherapy, Massage, Reiki and Indian Head and Shoulder Massage treatments for patients and carers. Volunteer therapists should hold recognised qualifications although unqualified volunteers can be given in-house training to offer hand and foot massage.

### **Day Hospice**

Making tea/coffee/cold drinks and serving the day patients. Chatting to patients and helping with flowers, craftwork etc. Laying tables for patients' lunches and clearing away.

### **Drivers**

Providing transport (in own car or driving the Hospice's transport) for the Day Patients to arrive at 10.30am and collecting Day Patients at 3.30pm to return home. Other driving duties are occasionally required, such as providing transport for carers who attend our monthly carers' day

18/09/2019

### **The Eatery**

The Eatery is situated by the main kitchen within the In-Patient Unit and offers sandwiches, salads, confectionery and daily hot specials to visitors, staff and volunteers. Eatery volunteers serve customers over the counter, take payment using a till, and help to prepare items for sale.

### **Fundraising**

The Fundraising Team need help with street collecting, selling raffle tickets and helping at events; this can also involve evenings and weekends. You can do as little or as much as you like.

### **Gardening**

Our Gardeners tend to the grounds, mowing lawns, weeding & pruning, every Wednesday morning.

### **Hospice Neighbours**

Visiting service users in their own homes, helping them connect to their community. This project also includes volunteer roles for area coordinators and overall admin support.

### **Housekeeping/Hospitality**

Assisting the Housekeeper as required. Varied role which could include room preparation (e.g. for meetings/events), hospitality, cleaning etc. Help needed weekdays and weekends.

### **In-Patients**

Making tea/coffee/cold drinks, taking meal orders and serving to patients and relatives/visitors. Chatting to patients and their relatives if required.

### **Maintenance**

Many 'odd jobs' need to be carried out, including mending and painting garden furniture and assisting the caretaker with basic DIY tasks in and around the Hospice.

### **Reception Duties**

Our receptionists are often the first person our patients, families and visitors come in to contact with. A calm manner and a warm and friendly approach is vital. The work includes answering and redirecting telephone calls, relaying messages and directing visitors.

**Shops** Help with serving, sorting and pricing which can include weekend work. We currently have shops situated in Lymington, New Milton, Highcliffe and Hythe.

## **COATES CENTRE**

The Coates Centre is a drop-in centre offering information and support to anyone whose life has been impacted by illness. The Coates Centre volunteers look after the day-to-day tasks involved in running the Centre and offer support and a listening ear to visitors.

**Oakhaven Hospice Trust has approximately four times as many volunteers as paid staff. Volunteers are crucial to the success of our endeavour, and we highly value each and every one.**

**Thank you for wanting to be part of our team.**

10/09/2019