

Volunteer Task Profile

Volunteer Position: Clifford House Welcome and House Volunteer

Volunteer Lead: Clifford House Welcome and House Coordinator

Introduction

At St Luke's, Sheffield's Hospice on Little Common Lane we care for and support people who are living with advanced and often complex illnesses, their families and carers.

We are committed to ensuring that life is lived as fully as it can be for each individual we support and we support thousands of people each year, but we need to reach more people across Sheffield, particularly at earlier stages in their illness.

Right next door to St Luke's Hospice, Clifford House is now open, the house is for people and their loved ones who are affected by an illness that has no cure at any stage of that journey, offering relaxation and wellbeing, practical support and above all, fun! A range of activities and social events will be available, as well as the opportunity to just relax in a homely atmosphere with beautiful gardens. Clifford House will enable us to help and support more people in need across the city in a range of ways that extend beyond end of life care.

We are looking a volunteer **Wednesdays 9.30 am – 1.30 pm** who can demonstrate excellent customer service skills to support and assist with the smooth running of Clifford House reception area. We are looking for individuals who can help provide a welcoming and well managed environment and be able to engage with a wide range of visitors.

Tasks

We do require you to:

- greet visitors by signing them in and offering refreshments, newspapers etc
- signpost and/or accompanying visitors to the correct department or room
- monitor visitors that are waiting and answer any queries as may be required
- provide social interaction with visitors if appropriate
- keep the area clean and tidy
- assisting with travel information e.g. local transport, taxi information
- general admin support
- restock meeting rooms with refreshments and ensure rooms are tidy and ready for use
- help keep literature and information available
- maintain a high level of patient confidentiality at all times

We do not require you to:

- reserve/book rooms
- handling cash
- patient or visitor counselling
- discuss patients personal details on the phone or in person
- assist patients in a clinical capacity such as assisting them to use the toilet or assist with their mobilisation

Benefits

Gain experience of working in a caring profession

Opportunity to help people to improve and make the most of their lives, despite being affected by an illness that has no cure.

Opportunity to meet and work with interesting and diverse people

Opportunity to give back to the community in a direct and meaningful way

Get job references and develop a portfolio of skills and training gained

Reasonable travel expenses paid (in line with the volunteer policy)

Develop team working skills

Develop customer service skills

Gain valuable experience for your University/College application

Training

St Luke's Induction

House orientation training

Food Hygiene Level 2 qualification

Local departmental induction

On-going Learning and Development Training

Other requirements

- Be a minimum of 18 years
- display the identification badge at all times
- Have a current enhanced DBS check generated by St Luke's Hospice
- Abide by the Health & Safety at Work Act.
- Attend Health & Safety and Infection Control training
- Respect confidentiality applying to all St Luke's areas.
- Adhere to St Luke's policies and procedures.
- Comply with the St Luke's no smoking policy.
- Participate in and contribute to team meetings (if applicable)
- Co-operate and liaise with departmental colleagues.

Contact Information

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www.stlukeshospice.org.uk/volunteers