



Sheffield's Hospice

## Volunteer Task Profile Companion & Interpreter Volunteer

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**Volunteer Lead:** Engagement and Quality Officer

**Flexible hours:** 3 Hours on a Monday – Friday 10am – 4pm

**Available to:** Volunteers aged 18+

**Location:** Based at Little Common Lane Hospice and Ecclesall Road South Site

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St Luke's is Sheffield's Hospice, with a vision to support and care for everyone affected by terminal illness in Sheffield. We are a community organisation which means that everything we do is focused on helping people in their own communities as well as at our Little Common Lane site and our adjoining site on Ecclesall Road South.

Our shops are all based in the heart of communities across the city, as are our amazing volunteers and we couldn't do what we do without them.

At Little Common Lane we support terminally ill people and their loved ones through our 20 bed In-Patient Centre, a Therapies and Rehabilitation Centre and Wellbeing services such as Reiki, massage etc. Most of the people we support are actually in their own homes and we endeavour to help them stay at home through care from our Community Team if that is their preferred choice.

We are looking for volunteers who can join our team Monday – Friday for around 3 hours during the morning or afternoon to help us to support our patients with a variety of roles, some of which are listed below and will change depending on the needs of our Patients and teams on a daily basis, as well as to support us with translation.

The main purpose of the role is to ensure that our patients on the In-Patient Centre have companionship, emotional support and to offer a listening-ear. Our patients may want to take a walk in the garden, play a game, read a book or watch TV. You may also be asked to provide support to the hospitality team, being an 'extra pair of hands' to assist with tasks such as serving drinks, and clearing and cleaning tables. You will be able to use your own initiative to report and escalate any issues or concerns, and work as a team with other volunteers and staff in the hospice.

It is also important that we gain feedback from our patients and their families, we ask for your support to help patients complete our questionnaires when the timing feels right, to help us improve our services.

As part of this role, we are looking for individuals who can support us with accurately interpreting conversations between health care providers and non-English-speaking patients following recommended guidelines. All languages are welcome but we are looking for volunteers with proficiency in one of the following languages: Punjabi, Arabic, Urdu and/or Pushto in particular.

The successful volunteer should be able to demonstrate compassion and communicate in a friendly manner. It is important in this role that the individual should have excellent interpersonal and communication skills, be patient, sensitive, non-judgemental and impartial. They should demonstrate excellent listening skills, whilst being able to take instruction and being aware of the clinical and patient boundaries. Training and ongoing support will always be available.

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## What does this role involve?

### Tasks

We do require you to assist in

- Visiting patients and families alongside a Community Nurse when required
- Acting as interpreter where needed; This may be on the phone if a visit has not been planned in advance
- Providing culturally appropriate information and guidance to the Community Nurse where appropriate
- Providing culturally appropriate information and support to the patient and family where appropriate
- Liaise with the Therapies & Family Services Lead / Hospitality Coordinator / PEOC or Ward Manager
- Greet visitors in a friendly and welcoming way
- Providing companionship for our patients, this may include; playing games, reading to patients
- Serving drinks to patients within required standards and guidelines
- Assist in changing patients' water jugs
- Liaise with PEOC or Ward Manager regarding patient list and questionnaire
- Approach patients to fill a questionnaire either themselves or assist when needed.
- Return completed questionnaires to PEOC at end of shift or place in internal envelope for attention of PEOC at reception.
- Operate at all times within the Equal Opportunities Policy
- Operate at all times according to the Health and Safety Regulations

We do not require you to assist in

- Patient care (personal requirements and assistance)
- Patient mobilisation or assist patients in a clinical capacity such as assisting them to use the toilet or assist with their mobilisation
- Counselling patients
- Viewing patients' records
- Assisting with medication
- Discussing patients' personal details/information on the telephone or in person.

Skills, experience and knowledge required:

- The volunteer should be able to speak one community language in addition to English
- Excellent communication skills
- Basic knowledge about diverse religions

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## Benefits

- Gain experience of working in a caring profession
- Opportunity to help people to improve and make the most of their lives.
- 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**

- The Community Liaison Volunteer must be available to attend the patient facing induction and ongoing monthly peer support sessions
  - St Luke's Induction
  - Signposting Information
  - Relevant to role
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## **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
- Maintain principles of confidentiality
- Attend project events
- Attend regular support group and supervision meetings

## **Contact Information:**

Volunteer Development Manager: Fran Bradshaw: [f.bradshaw@hospicesheffield.co.uk](mailto:f.bradshaw@hospicesheffield.co.uk)

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Volunteer Lead for role:

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