



Sheffield's Hospice

Volunteer Task Profile General Activity Volunteer

Volunteer Lead: ERS Activities Manager

Flexible hours: Wednesday AM: 9.30 - 12.30

Available to: Volunteers aged 18+

Location: Based at Ecclesall Road South Site

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 is our Ecclesall Road South Site (previously known as Clifford House) it is a space 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. ERS 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 need enthusiastic and confident volunteers on **Wednesday am** to help assist the Activity Manager in the running of activities. This can be from setting up sessions to helping people attending have as much fun as possible and be in keeping with the spirit of the house, within its guidelines.

Tasks

We do require you to:

- Liaise with the Activity Manager
- Greet visitors in a friendly and welcoming way
- Have a positive attitude towards creativity
- Be willing to try new skills and join in with various groups
- Encourage clients to fully participate with the activities
- Be able to answer any queries people may have within the session
- Provide social interaction with visitors where appropriate
- Restock and set up activity rooms with relevant equipment and help with clearing up after the activity finishes
- Maintain a high level of client confidentiality at all times.
- Liaise with the Welcome and House Volunteers regarding practical information eg local transport/ taxi
- You may be asked to run activities
- And above all have FUN!

We do not require you to:

- Reserve or book rooms
- Cash Handling

- Client or visitor counselling
- Discuss client's personal detail on the phone or in person
- Assist clients in a clinical capacity, such as assisting them to use the toilet or assist with their mobilisation
- Book clients onto session
- Take any personal information from clients

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 to further your career

Training

- St Luke's Induction
- Customer Service Training
- Local Department Induction

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