



Sheffield's Hospice

Volunteer Task Profile Gupshup Group Volunteer

Volunteer Lead: Engagement and Quality Officer

Flexible hours: Tuesday 1pm – 4pm

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 are looking for enthusiastic and confident volunteers on Tuesday afternoon to help supervise our hugely popular Gupshup club activities which run on a 6 weekly basis throughout the year.

Gupshup has been designed specifically to introduce Sheffield's South Asian community to the facilities and services available at St Luke's. The weekly mix of conversation and cultural interchange between differing cultures has proved a hit with visitors who enjoy the relaxed opportunity to simply chat and make new friends. Could you be our new group Lead volunteer?

Tasks

We do require you to:

- greet visitors in a friendly and welcoming way and offer refreshments, newspapers etc
- liaise with the Engagement and Quality Officer
- provide social interaction with visitors if appropriate
- keep the area clean and tidy
- general admin support
- restock and set up activity rooms with relevant equipment and help with clearing up after the activity finishes, ensure rooms are tidy and ready for use
- maintain a high level of patient confidentiality at all times
- have a positive attitude towards creativity
- 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
- Liaise with the Welcome and House Volunteers regarding practical information eg local transport/ taxi
- And above all have FUN!

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
- Patient care (personal requirements and assistance)
- assist patients in a clinical capacity such as assisting them to use the toilet or assist with their mobilisation
- Take any personal information from clients

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

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
- Training relevant to role

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
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Volunteer Lead for role: Naureen Khan: n.khan@hospicesheffield.co.uk
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