

Volunteer role description

Role Name: Hospice Services Experience Volunteer

Aim or goal of position:

At Highland Hospice, we believe that everyone in the Highlands facing life-shortening illness, death, or bereavement deserves the highest standard of care and support. Our aim is to provide compassionate, person-centered hospice care to those we support and their families.

Listening to the experiences of the people who use our services is essential. Their feedback helps us understand what we are doing well and where we can improve. As a volunteer in this role, you will play a key role in gathering these valuable insights, enabling us to continually enhance the quality of care we provide.

Main responsibilities and suggested activities:

In this role you will be supporting the Quality and Engagement Facilitator by collecting feedback from people receiving support and their families, using a range of methods such as in-person surveys and telephone conversations. You will work closely with a range of hospice services, confidently representing and promoting the aims and objectives of the feedback.

- Engage sensitively with patients and family members to gather their views and experiences.
- Conduct feedback conversations in person or by telephone.
- Record responses accurately and confidentially either in writing or using MS Forms .
- Report findings to the Quality and Engagement Facilitator to support service improvement.

Skills / attributes and / or qualification(s) required:

- Experience of working in a clinical environment/working with service users and an awareness/ knowledge of hospice services is desirable for this role
- Good communication skills - a good listener, ability to tactfully communicate any feedback that requires immediate attention
- Good judgement skills
- Friendly, approachable, emotionally resilient, caring, tactful
- Able to work independently after the initial training period
- Respect others and respect confidentiality
- Reliable and trustworthy
- Observant, detailed
- Diplomatic and sensitive
- Emotionally mature and able to be with people who are dying
- Ability to summarise patient feedback and accurately record these in writing
- Capable of using technologies (i.e. MS Forms) including handheld devices and touch

screens e.g. tablet and dictaphone.

Benefits to the volunteer:

- Opportunity to work as part of a great team
- The opportunity to gain experience in the charity sector
- Take on a new challenge and meet new people
- Opportunity to make a difference to your community
- Learn and develop new skills and use existing skills to help others
- Training and support to carry out your role
- Reimbursement of expenses in accordance with our volunteer expenses policy
- Membership to Wellbeing solutions <https://www.wsm-wellbeing.co.uk>
- A 20% discount is available on food and drink on production of ID for volunteers and staff visiting our “By the River” Café at Ness House, Inverness

When: Ongoing opportunity weekdays Monday – Thursday for a minimum of 2 hours per week

Length of commitment sought: For at least a 6-month period.

Mandatory Training:

Online

- Moving and Handling Training inanimate objects approx. 30 minutes
- Cyber Security and GDPR – approx. 30 minutes
- Fire Safety Awareness for Volunteers – approx. 30 minutes

In person

- Safeguarding and adult support and protection - 1 hour face to face #
- Listening skills
- Role specific induction with quality team
- Induction to the IPU including Infection Prevention and Control for volunteers

Work site: Highland Hospice, Ness House, 1 Bishops Road, Inverness, IV3 5SB

Role supervisor(s): Quality and Engagement Facilitator

For further information and application contact the Volunteer Office on 01463 227902 or email volunteer@highlandhospice.org.uk

You can apply online at: Apply Online <https://highlandhospice.org/how-you-can-help> Volunteering section.