

## Volunteer Role Description

### **NODA Volunteer**

#### **Aim of the position:**

We provide NODA (No one dies alone) support to people who are dying in care homes and hospitals in the Inverness and Easter Ross-shire area. On occasion, we may be asked to support a person who is dying in their own home.

NODA volunteers receive training and support to enable them to be with people who are in their final hours and/or days of life. The NODA service is available when there are no family/friends able to support or when they require a respite break.

This support is of great benefit to the individual and those caring for them. Following the initial training and completion of PVG membership, NODA volunteers are placed on a contacts list and are contacted by email/text when a request for support is received.

It is then up to each NODA volunteer to decide if they are able to offer a few hours of support.

#### **Expectations of the NODA volunteer:**

- To provide comfort and support to the person who is dying and to their family.
- To provide a peaceful, calming presence that lets the person know they are not alone during their final moments of life.
- To provide a listening ear when necessary.
- To establish and maintain appropriate boundaries.
- To alert care staff/family members to any change in a person's condition.
- To report and communicate any concerns to the Team Lead, Service Coordinator or Service Manager.
- To be available to support a minimum of one person per year.
- To attend at least one Helping Hands NODA team meeting each year.
- To maintain training/skills required for the role.
- To adhere to Highland Hospice policies and guidance, including strict confidentiality.
- To submit travelling expenses.

NODA volunteers do not provide personal care, counselling or give advice which would require the input of a skilled professional

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

- Ability to be with people who are dying.
- Ability to work cooperatively with others as well as independently.
- Demonstrate sensitivity to end-of-life issues.
- Demonstrate a caring, empathic manner and a non-judgemental approach.
- Demonstrate a calming presence and can use silence well.
- Ability to judge what is required – reading to the person, listening to music or simply being present which may involve sitting quietly for 2-3 hours.
- Demonstrate appropriate personal and professional boundaries.
- Meet PVG requirements.

**Estimated hours:**

Volunteers should be able to commit to a 2- 3 hour shift when called to sit with a person who is dying.

**Scheduling:** Volunteer replies to request for support via email/texts

**Length of commitment sought: Minimum** of 6 months

**Training:**

Before you can support a person, you must complete all the following training:

- NODA information session – approx.. 1 hour
- Adult support and protection – approx.. 1 hour
- Last Aid – approx. 3 ½ hours
- Cyber Security and GDPR – approx.. 30 minutes
- Fire Safety Awareness for Volunteers – approx.. 30 minutes

**Location:** Care homes, hospitals, and communities in the Inverness and East Ross-shire area.

**Benefits to the volunteer:**

- Opportunity to contribute to the care and support of people dying in the Highlands
- Gain confidence and meet new people
- Gain advanced communication/listening skills
- Training specific to role
- Satisfaction in using your skills and contributing to the work of Highland Hospice

**Start Date:** To be agreed on completion of training and satisfactory outcome of PVG

**Number of volunteers sought for this role:** Unlimited

**Role Supervisor:** NODA Team Lead - Heather MacDonald

**For further information and application:** *Contact the Volunteer Office on 01463 227902 or email [volunteer@highlandhospice.org.uk](mailto:volunteer@highlandhospice.org.uk)*