



JOB DESCRIPTION	
Job Title:	Volunteer Ward Assistant
Hours of Work:	Voluntary hours At least 2 hours in one day
Base:	Barnsley Hospice, Gawber
Department:	Inpatient Unit
Accountable To:	Inpatient Unit Ward Manager
Responsible For:	Under the supervision and guidance of the ward manager you will assist the staff with the key duties (as listed below) helping to improve our services for patients and their loved ones.
Job Purpose:	The Volunteer Ward Assistant will enhance the patient experience and make the patients time in the ward as comfortable as possible.
Main Duties & Responsibilities:	
<p>The Volunteer Ward Assistant responsibilities will be based around the individual needs of the ward but could include some or all of the following activities:</p> <ol style="list-style-type: none"> 1. General tidying of locker/bed/table area 2. Assist ward staff with bed making 3. Awareness of any ward infection control procedures 4. Refresh patient's refuse bags 5. Assist in movement and cleaning of equipment from ward 6. Assist with restocking and tidying of cupboards 7. Assist ward clerk with clerical tasks e.g., photocopying, answering phone calls 8. Help to maintain up-to-date noticeboards 9. Assist with patient Surveys/Feedback 10. Assist with patient orientation of the ward 11. Assist staff to prepare patients for discharge home or inpatient treatment 12. Assist in prevention of falls – encourage patients to wear slippers, etc 13. Making refreshments for patients and clinicians 14. Help serve food and beverages (not feeding) 15. Other tasks as directed by the Ward Manager 	
Organisational Summary	
<p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub.</p>	

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.

Other Responsibilities

1. To undertake any other duties, commensurate with the role as required by the Hospice management.
2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
3. The post holder will be expected to maintain strict confidentiality at all times.
4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.
5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
6. The post holder is to ensure data protection is maintained at all times.
7. The post holder will be flexible in terms of working hours in order to meet service needs.

The post holder will support the Hospice as required, across the range of his/her duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

This job description is not an exhaustive list but it shows many of the aspects to this role.

PERSON SPECIFICATION
Knowledge and educational achievements:
1. Knowledge of a hospice setting <i>Desirable</i>
Experience and work achievements:
1. Experience of working in a caring environment <i>Desirable</i>
Skills and abilities:
<ol style="list-style-type: none"> 1. Good verbal communication skills 2. Good listening skills 3. Good interpersonal skills and ability to establish relationships. 4. Compassionate 5. A desire to support patients
Personal attributes:
<ol style="list-style-type: none"> 1. Courteous, respectful and helpful at all times 2. Positive and caring attitude 3. Enthusiastic 4. Passionate about delivering safe care 5. Reliable 6. Trustworthy 7. Adaptable 8. Committed to the work of Barnsley Hospice 9. Professional, friendly and approachable 10. Compassionate and authentic 11. Honest and trustworthy 12. Well-organised with a structured approach to work 13. Proactive approach with the ability to take the initiative 14. Reliable and able to follow instructions 15. Great team player and independent worker.
Our Values and Behaviours:
<p>Ambition: We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</p> <ul style="list-style-type: none"> • We set high standards for ourselves and the services we provide. • We seek every opportunity to learn: from our successes and our mistakes. • We take a flexible and creative approach when seeking opportunities and solutions. <p>Collaboration: We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</p> <ul style="list-style-type: none"> • We value diversity in its broadest sense and take meaningful action to create an inclusive environment. • We seek out and nurture partnerships so we can achieve more together. • We are welcoming and friendly. <p>Compassion: We are caring and treat everyone with kindness and respect.</p> <ul style="list-style-type: none"> • We show empathy and consideration towards others.

- We are genuinely caring and respectful in our interactions with others.
- We are generous with our time and attention, and value the people around us.

Integrity: We are honest, communicate clearly and openly, and take responsibility.

- We are open and honest with ourselves and others.
- We are trustworthy and reliable and deliver on our promises.
- We are professional and take our responsibilities seriously.

