

Clinical Outreach Support

Volunteer Role Description

Department: <i>Clinical</i>	Location: <i>Hospice</i>
Responsible to: Associate Director Clinical Improvement, Education and Research	Vol Type: <i>Standard</i>
Length of role: <i>Long term</i>	Context: <i>people facing (remote support)</i>

Frequency/Availability: Monday – Friday between 9am – 4pm

Outline of Role:

You will be supporting our busy Outreach team (Clinical Nurse Specialists, Doctors, Registered Nurses) by checking in with Hospice patients over the phone and updating records accordingly on our electronic patient records system.

Part of this role also involves building a rapport and maintaining a link with patients to ensure we are able to stay in touch and offer support when an appropriate need is identified.

Role tasks:

- Contacting patients (*identified for 'keep in touch' by the team*) on the phone, to check in on their wellbeing, noting any changes in symptoms or general welfare
- Flagging and escalating any changes in symptoms or welfare/safeguarding concerns to the clinical team
- Recording patient contact on the electronic patient record system (SystemOne)
- Liaising with the clinical team and Clinical Admin to ensure patient data is kept accurate and up-to-date and is stored securely

Skills and Experience Required:

- Experience of working in a clinical or nursing background is essential for this role
- Experience of palliative or end of life care is highly desirable
- A high level of communication skills, both written and verbal are essential
- Confident in working on own initiative but also willing to follow instructions and procedures, and seek assistance when required
- Good understanding of safeguarding and information governance
- This is an office based role, for which IT skills and experience of using databases is essential

Personal Qualities Required:

- A calm, friendly and empathic personality
- A logical, problem-solving approach to any challenges
- Be prepared to deal with conversations that require patience, sensitivity and emotional resilience
- Ability to remain calm and supportive when responding to challenging circumstances
- An understanding of boundaries, including own and those of the role

Learning Needs:**Statutory***

Training Module	Method	Renewal
Data Security Level 1	e-learning	Annual
Safeguarding Adults Level 2	e-learning / Safeguarding guide for volunteers	3 years
Equality Diversity & Inclusion for Volunteers	Volunteer Welcome session or e-learning	3 years
Fire Safety for Volunteers	e-learning	3 years
Health Safety & Welfare	e-learning	3 Years
Hand Hygiene (the basics)	Hand Hygiene Champion / Role Induction	

**We anticipate that this learning will take between three and five hours depending on your level of experience in using online platforms. Support is available if you do not have access to a computer at home or would like assistance in to complete the training. Please contact Voluntary Services for more information*

Mandatory:

Volunteer Welcome Session

Role Induction *(including any local H&S and current covid-safety measures)*

SystmOne training

ID Badge

Departmental support:

Overall support will be provided by the Associate Director Clinical Improvement, Education and Research. On a day to day basis you will be supported by a designated member of the CNS team. As a member of this team, you will also be invited to attend team meetings.

DBS Requirement:

This role requires a Standard DBS check

Read and agreed by (print name)	
Signed	
Date	