

Wellbeing Group Support Volunteer Role Description

Department: Wellbeing Services	Location: Hospice / Rye Hub
Responsible to: Wellbeing Project Coordinator	Vol Type: Standard
Length of role: Ongoing	Context: Patients, carers, people who are bereaved

Availability: Weekdays

Frequency: Minimum of ½ day a week

Outline of Role:

This role will be based either at St Michael's Hospice or at Rye Hub on the Hill. You will be interacting with the team and the people we support to ensure the smooth running of the Wellbeing Programme. This will predominantly involve assisting staff and other volunteers with group activities.

Wellbeing groups are run on a 6-week programme, so there will be an expectation for you to attend each week whilst the programme is running. We are looking for volunteers who are flexible, adaptable, passionate and keen to get involved in the groups we offer:

- Growing Together (*gardening group*)
- Tai Chi
- Guided Relaxation
- Drum Together

Please see the St Michaels Hospice website, for more information regarding the groups that are currently part of the Wellbeing programme: [Wellbeing Programme - St Michael's Hospice \(stmichaelshospice.com\)](http://stmichaelshospice.com)

Role tasks:

- Supporting the team with the running of our groups, such as setting up the room, welcoming patients and assisting with clearing away
- Interacting with patients and listening to their current concerns and progress
- Light touch emotional support e.g. chatting and listening
- Providing refreshments to patients and carers attending the groups
- You may be asked to complete questionnaires with patients, but only if appropriate
- Working with patients to connect with community groups - this may involve signposting and/or problem-solving how they could contact other community groups
- Updating the Wellbeing Team about any information they may not know, i.e. if you have spoken to an attendee that the Wellbeing Team weren't a part of

Skills and Experience Required:

- An awareness of how St Michael's Hospice supports people in our community
- Knowledge and/or experience of raising concerns, inc. safeguarding incidents to appropriate persons
- Experience of working with vulnerable people
- Excellent social and communication skills
- Able to work independently as part of a team
- Excellent written and verbal communication skills
- Able to manage time effectively and use your own initiative
- Ability to use and be adaptable to IT systems such as Microsoft Office
- Some awareness of health & safety and data protection procedures would be an advantage
- A reasonable level of physical fitness to assist patients during activities

Personal Qualities Required:

- Empathetic, with a sensitivity towards patients and the Hospice environment
- Confidence in working with strong emotions related to illness, death and dying
- Able to have meaningful conversations without moving outside of the role's boundaries
- An awareness of the importance of safeguarding and boundaries, both for self and others
- Non-judgmental and comfortable with being curious and not having answers
- Must enjoy interacting with others and working as part of a diverse team
- Open to feedback and willing to attend additional training as required
- Flexible and open to new ideas as the programme develops
- Ability to embrace diversity and treat everyone in the Hospice community with respect
- Comfortable working face to face or remotely, such as over the telephone and online

Learning Needs

Statutory:

Training Module	Method	Renewal
Health Safety & Infection & Control – Level 1	e-learning	Annual
Hand Hygiene	Face to face training	Annual
Data Security Awareness for Volunteers	e-learning	3 years
Moving and Handling Level 1	e-learning	3 years
Fire Safety Level 1	e-learning	3 years
Equality, Diversity and Inclusion for Volunteers	e-learning or Volunteer Welcome Session	3 years
Safeguarding Adults: Level 1	e-learning	3 years

st michael's hospice

**We anticipate that this learning will take between three and four 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 (*inc local H&S and Infection prevention measures / Hand Hygiene*)

A Food Hygiene Declaration form (*if appropriate*)

ID badge

Departmental support:

You are welcome to attend 1:1 supervision, during every 6-week group with the Wellbeing Project Co-ordinator. This will be a space for you to have a debrief from the sessions, talk about any concerns, and review any needs you may have in order to continue supporting our service.

DBS Requirement:

This role requires an Enhanced DBS check.

Read and agreed by (print name)	
Signed	
Date	