

ST. HELENA HOSPICE
ROLE DESCRIPTION

POST: VOLUNTEER DAY SERVICES ASSISTANT

RESPONSIBLE TO: DAY SERVICES TEAM

MAIN DUTIES:

To ensure all catering requirements of the Day Services attendees are met safely and appropriately, under the guidance of the Day Services team, and the Cook on duty.

To ensure a calm, unhurried atmosphere prevails, in order to help patients, relatives and other visitors to Day Services to feel relaxed and secure. He/she will be on duty 9.15am-1.15pm or 12noon- 4.00pm once a week, day to be agreed.

Sign in at Main Reception on arrival, and sign out when leaving.

Wear name badge.

Inform Day Service Team that you have arrived, and carry out voluntary duties as a member of the team under the guidance of both the Cook on duty, and the Day Service Team .

Maintain confidentiality at all times.

RESPONSIBILITIES:

Responsibilities will include:

DOMESTIC:

1. Check kitchen and 'Coffee Bar' requirements for the day i.e. milk, juice, biscuits, and collect more supplies from main kitchen as necessary.
2. Make refreshments during day for patients and visitors, if requested to do so.
3. Offer patients aperitif.
4. Set table and serve lunch.
5. Load, operate and unload dishwasher.
6. Assist patients with eating, if necessary.
7. Keep kitchen clean and tidy.

8. Any other duties requested by the cook on duty.

GENERAL

1. Check general tidiness of room to ensure a warm, welcoming atmosphere.
2. Greet patients on their arrival and offer refreshments. Greet any other visitors throughout the day, and direct to correct destination in the absence of the team Receptionist/Secretary. Ensure that any visitor has a bona-fide reason to be on the premises.
3. Become familiar with names of staff and volunteers on duty.
4. Hand-over to afternoon colleague.
5. Chaperon visiting students as appropriate.
6. Undertake any other duties as may be required or requested by the Day Service team.

All volunteers must be sympathetic to, and able to project the philosophy and concept of the Hospice.

Participate in other activities from time to time in order to promote the Hospice within the community.

Code of Practice: Where you are a member of a professional body you will ensure that you conform to the professional standards set by that body and keep up to date with registration and continuous professional development.

This role description is not exhaustive and may be amended as necessary.

S.Ridley ,May 2008