



## **ROLE PROFILE**

# **CARE TEAM VOLUNTEER**

We are looking for volunteers to support the nurses and clinical support workers at Helen House in a variety of non-medical activities.

This is a highly rewarding role as you will have direct contact with the children and their families helping to make a difference to their stay at Helen House.

### **RESPONSIBILITIES**

- To support the care and catering teams at busy times.
- Assisting the care team in maintaining a clean and tidy environment.
- Cleaning the bedrooms in conjunction with the care team.
- Supporting/participating in Helen House activities: games, music, crafts etc.
- Accompanying staff and children on local outings / trips.

### **TIME COMMITMENT**

- At least three to four hours per week (usually on a regular day or as agreed).
- At least a year's commitment is requested as this role requires training and time to make the best contribution.

## **EXPERIENCE & TRAINING**

- Experience within a childcare /care environment is an advantage but not essential.
- You will receive full in-house volunteer training and always be supported by staff or experienced volunteers.
- Mandatory training relevant to your role as a Care Team Volunteer is provided both online and in-house.

## **QUALITIES REQUIRED**

- An understanding of the work of Helen & Douglas House.
- Flexibility and adaptability, tactfulness and be very trustworthy.
- Good communication and listening skills.
- Have an awareness around the issues of loss and bereavement.
- Have a good understanding of the importance of confidentiality and boundaries when volunteering in a hospice.
- Awareness of importance to always operate within strict health and safety guidelines.

## **BENEFITS**

- Meeting a variety of new people as well as develop skills and gain new experiences.
- A huge sense of satisfaction in knowing you are helping others and making a difference.
- Acknowledgement that you are enhancing the care we can offer our Helen House families by supporting the care team.
- Complimentary meal and drinks if you volunteer for more than three hours as well as reasonable travel expenses.