

Willow Wood Volunteer Role Description

Volunteer Role	Day Services		
Location:	Hospice		
Role Description			
<p>Working within the Day Services at the Hospice is very varied, and will involve you meeting lots of different people from all walks of life. You will need to be able to talk to people easily, offer a listening ear and show empathy and compassion. It is a very rewarding place to volunteer as you will really see the difference you are making to other people by volunteering.</p> <ul style="list-style-type: none"> • Encourage a relaxed, peaceful and welcoming atmosphere in day services alongside fellow volunteers and the staff team • Assist Day services Staff in welcoming patients to day services, making them feel comfortable and providing drinks. • Conversing with the patients and their carers whilst they wait for appointments in the lounge area • Join in with activities that are going on within Day services this may include hydrotherapy, dementia café, O2 café, arts and crafts • Be aware of and sensitive to individual patient needs, reporting any concerns to day services staff, but appreciating the guidelines on confidentiality • Participate in training to help you fulfil your volunteer role • Work as part of the day services team to provide a high quality clinical service to patients 			
Date Updated:	November 2018	Name:	Lisa Pye