



Weldmar Hospicecare
Caring for Dorset

Guidelines for Spiritual Care Volunteer

Volunteers are an important part of our service and we would be unable to offer the range of services we do without their support, for which we are very grateful. There are volunteers in all areas of Weldmar and we have written some guidelines of our expectations of those volunteers whose work involves direct contact with patients/carers/staff members and volunteers.

The guidelines reflect the values of the charity so we can work together as a team. In the future, to meet expected demand, we need staff and volunteers to be as flexible as possible in what they offer. Please discuss these guidelines with your Lead/Line Manager.

PURPOSE OF ROLE

1. Aim

The role of the Spiritual Care volunteer is to participate as a member of the Family Support Service in providing pastoral, spiritual and religious care to patients and their relatives, staff and volunteers, in accordance with their stated wishes.

2. Responsibilities and Boundaries

To ensure all pastoral, spiritual and religious care undertaken is client led.

It is important that volunteers maintain appropriate boundaries in relationships with patients/carers/staff members and volunteers. Boundaries define the limits of behaviour; boundaries are based on trust and respect; volunteers must guard against breaches of confidentiality by protecting information from improper disclosure at all times.

Relevant Weldmar Policies and Guidelines are available from your Lead/Line Manager or People Services Department.

EXPECTATIONS

1. Ambassador for Weldmar

All staff and volunteers are ambassadors for the charity seen as working for the charity. We rely on you to positively promote the reputation of the organisation at all times.

2. Equality and Diversity

Weldmar Hospicecare recognises and respects the uniqueness and difference of each individual and is committed to equality in all areas of employment, volunteering and service delivery.

3. Confidentiality

The charity considers the upholding of confidentiality by its staff and volunteers to be of prime importance. All volunteers are required to sign a form relating to confidentiality, and any breach could lead to cessation of their voluntary services.

4. Raising Concerns

We encourage feedback, positive or negative, from our patients/carers/the public/supporters, which in turn helps us improve and develop the charity.

Volunteers with a compliment, complaint or suggestion for development are encouraged to discuss this with their Lead/Line Manager in the first instance.

Alternatively, complete a Reflections leaflet, or contact a member of the Volunteers' Group. Verbal or written complaints must be addressed to the Chief Executive in line with the Complaints Policy.

5. Qualifications (if necessary)

- Be an established member of a local Church or Faith Community, or recognised non-religious pastoral support network.

6. Skills and Experience

- Be dependable, punctual and committed to voluntary work
- Have a warm, caring, considerate and understanding manner
- Demonstrate good listening and communication skills
- Ability to show sensitivity, empathy and tolerance in all situations
- Relevant previous experience of working with people and/or groups, carers or families
- Good understanding of and adherence to health and safety issues
- Non-judgemental attitude and ability to embrace equality and respect diversity
- Ability to respond appropriately to a range of emotions including for example distress and anger
- Report any concerns you have about the wellbeing of a patient/carer to the Lead/Line Manager without delay
- Ability to work within the boundaries of these guidelines
- Ability to work as part of a team, and under the direction of a member of staff
- Ability to assess and manage any risks that may occur
- Flexible to help in other areas during busy times

7. Training Required (given by the charity)

- Safeguarding Adults
- Fire Awareness
- Risk Reporting
- Information Governance
- Moving & Handling Level 1
- Infection Prevention
- Confidentiality & Boundaries

Health & Safety to include:

- General Overview
- Equipment & Electricals
- Emergency Planning
- COSHH

8. Personal Commitment

Inform the Lead/Line Manager if you are unable to fulfil your commitment as soon as possible so that replacement cover can be arranged.

We appreciate personal circumstances could change and if you find you are unable to support us as originally intended, please let us know as soon as possible so we can find a replacement to cover your input.

Please notify your Area Administrator without delay and with as much notice as possible of planned holiday or sickness prior to your expected absence so that we can arrange cover if necessary. If you are or have recently suffered from vomiting or diarrhoea, you must exclude yourself for 48 hours, or 72 hours from patient contact or food handling duties, after the cessation of any un-medicated symptoms.

Please notify your Lead/Line Manager of any change in your own physical or mental wellbeing or health that might impact on your ability to undertake this volunteer role.

There will be a 'settling in' period after which your Lead/Line Manager will catch up with you to ensure everything is going well.

Participate in regular Family Support Service (FSS) meetings.
Prepare for and make themselves available to regular supervision.
You will also be asked to participate in a yearly role evaluation and review of personal development.

There may be occasion when we might call on you to help in other areas during busy times, and we appreciate this will be dependent on your availability at that time.

Main Contact

Nikki Grattan & Debbie Horton	Operations Admin	01305 215305
Emergency Contact Number	Joseph Weld Hospice Reception	01305 215300

Lead/Line Manager

Jane Johnson, Head of Operations

<p>If you have concerns while on duty out of hours about a patient in your care, or a task you have been asked to do, please ring 07713 511832 and your call will be answered by one of our nurses</p>
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Volunteer Name (please print)

Signed by Volunteer Date

Signed by Lead/Line Manager of Role Date

Appendix

KEY REQUIREMENTS

Tasks may include (not exclusively)

- To undertake agreed hours in area agreed ie. weekly visits to patients in Day Services/Inpatient Unit and to complete records, as directed by the Head of Operations.
- To share in the provision of midweek or bedside services according to client led needs.
- To be prepared to deepen knowledge of pastoral and spiritual issues through reading, reflection and attendance at annual training day.
- Complete client contact sheets, identifying appropriate spiritual care level.

OTHER REQUIREMENTS

- Be sympathetic to, and be able to project the philosophy and concept of Weldmar Hospicecare.
- Wear your name badge at all times.
- Attend volunteer meetings and sessions whenever possible.
- Keep updated with any changes by reading the Weldmar Hospice Newsletters.
- Advise nursing staff of your arrival and departure.

MINIMUM REQUIREMENTS

All Spiritual Care Volunteers need to:

- Be clear about what feeds their spiritual life and be committed to personal prayer/spiritual practice and worship/meeting with other Christians/members or their faith group.
- Have an understanding of personal and family issues in serious illness.
- Have the ability to withstand the emotional demands of working within a Palliative Care environment.
- Maintain highest standards of confidentiality with sensitive patient and family information.

Authorised By: Jane Johnson
Title: Head of Operations