

Volunteering at Hope House

Role Description: Volunteer Guest Supporter at Hope House, Griffydam

Our Volunteer Supporters provide assistance to the Leader at Hope House and to the guests who attend. We welcome applications from all backgrounds and experiences.

About Hope House

Hope House offers pastoral support to guests who have a life limiting condition, in some cases this may mean that the guest sadly has a life expectancy of only 1 to 3 years.

Hope House differs from our existing three Support Cafés as:

- All guests will undertake a home assessment prior to attending Hope House
- Guests will attend once a week for the day (10.30am through to 3.30pm) and the day will be agreed in advance
- Guests are transported to and from Hope House by volunteer drivers

At Hope House guests are able to:

- Chat to other guests and volunteers
- Access confidential emotional support
- Relax with a complementary therapy treatment
- Take part in group activities
- Enjoy a home cooked hot lunch
- Enjoy the rural setting of Hope House and its garden and wildlife
- Be signposted to other support available in the area

What does being a Volunteer Guest Supporter at Hope House involve?

- Provide support, guidance and encouragement to guests
- Welcome any healthcare professionals or speakers to the group
- Make teas and coffees for guests attending during the day
- Help plan and run activities throughout the year
- Help maintain guest records for monitoring and tracking purposes when requested
- Undertake any other tasks as may reasonably be required

Volunteer Guest Supporters need to

- Be able to form positive, supportive relationships with others
- Have the ability to communicate well with other people, and be a good listener
- To be comfortable working on your own, relying on your own initiative and common sense, but also know when to seek support
- To be reliable, consistent, dependable and have an ability to handle emotional issues
- Be able to put your own needs and views to one side and focus on the needs of the guest, namely:
 - To accept people for who they are and respect others.
 - Not impose your own values and beliefs on others, and to appreciate and value the differences between people.
 - To understand other choices and lifestyles, and other people's right to make decisions for themselves.

What we ask of all of our Volunteers

- We require you to undertake an enhanced Disclosure and Barring Check (DBS for short) before you start to volunteer at Hope House.
- We ask that you attend on a regular basis according to the agreed volunteer rota at Hope House and give us advance notice of holidays or any other planned absence
- Respect the confidentiality of any information held in relation to past or present patients or other volunteers of Hospice Hope.
- Abide by Hospice Hope's Health and Safety Policy and the Volunteer Code of Conduct, and any other policies relevant to your volunteering role. We'll provide you with copies of these.
- To undertake your volunteering in a courteous, friendly and professional manner.
- To be non-judgmental, and use good listening and communication skills to support our clients.
- To participate in initial induction training and any ongoing training as offered / required.
- To keep in regular contact with Hospice Hope

Becoming a Volunteer with Hospice Hope

- To become a volunteer with Hospice Hope, we ask that you complete a short application form. This can be sent to you by email or by post.
- You'll be invited to attend a short, informal interview with the Leader you'll be volunteering for. This is an opportunity for you to find out more about the role and for us to find out if you are suitable.
- As the position involves working with vulnerable adults, potential volunteers are subject to an enhanced Disclosure and Barring Service (DBS) check, which must be completed before you start volunteering for us.

Important

We also ask that if you have had a cancer diagnosis, you wait for a year after finishing your treatment before volunteering with us, or if you have been bereaved through cancer or another serious illness, we ask that you also wait a year before volunteering for us.

Hospice Hope welcomes volunteers from all backgrounds as being able to listen to and support people is the key attribute we look for in our volunteers.

As a note to current or retired healthcare professionals who may wish to volunteer at Hope House, we must stress that Hope House offers purely pastoral support, we are not able to give any medical advice, provide medical intervention other than emergency first aid, or assistance with medication. At all times we must signpost guests to the most appropriate external service available to them when their needs are in excess of the support the charity is able to offer.