

# The Shakespeare Hospice



## Young People's Volunteering and Work Experience Newsletter May 2018



The Shakespeare Hospice is proud to offer a wide range of work experience and volunteering for young people who live or study within the Hospice catchment area who are aged 14 or over. Opportunities are available for young people in our retail, fundraising, finance and clinical departments. Students working towards their Duke of Edinburgh Award at all levels often come to the Shakespeare Hospice to complete the volunteering part of the award. Clinical work experience is available to Year 12 and 13 students wishing to enter health and social care professions such as medicine, nursing,

occupational therapy, physiotherapy, psychology and social work. Students can spend time with us shadowing our Day Hospice Team and Transitional Care Team. The experience gives students an insight into end of life care and to some of the services and therapies provided at the Hospice.

In 2017 the Hospice provided 41 students with work experience and 89 students with volunteering opportunities. Some of our students extend their volunteering experience with us by becoming a Student Ambassador for the Hospice. They do invaluable work by continuing to raise awareness of the Hospice and helping to fundraise including helping to organise a very special event, the Easter Egg Hunt!

## Easter Egg Hunt April 2018



These are some comments from our ambassadors.....

*Within a few minutes, you feel like you are part of a tight-knit group of friends, working towards a cause that really matters to you. The work is rewarding and fun. Charlie*

*I really enjoyed being a part of the Easter Egg Hunt which was a fantastic event that brought our local community together. It was great to see how much the children enjoyed themselves with the series of activities we prepared.*

*Amynta*

*It was so lovely to see the children excited and happy in their Easter activities and a great opportunity to introduce their parents to the hospice. Jess*



*Charlie helps with the Easter Egg Hunt*

## **Harini, Stratford Girls' Grammar School, Hospice Ambassador**

I have been a volunteer at The Shakespeare Hospice for the past four years and I have been lucky to have had the opportunity to experience different areas of the charity. I first got involved with the hospice in year 9 in the Greenhill Charity Shop (now Boutique). I volunteered there every Saturday for a year for my Duke of Edinburgh Award. I thoroughly enjoyed my time there as I saw the behind the scenes of how to run a shop. I also got an understanding of why the charity shops are so important to the Hospice. In year 10, I also did a week's work experience in the marketing department where I worked with other students to redesign the hospice leaflets. Through this week I was able to interview staff and research the hospice and what it stood for. It was an eye-opening week as it enabled me to explore the core values of the hospice and get a better understanding of the charity.

I think The Shakespeare Hospice is an amazing local charity because it does not focus on just one type of person but helps a wide variety from Young Carers to those in the Day Hospice. It is a charity which does not rely on just one source of donations but uses a good selection like charity shops to marathons to dragon boat races. This is the reason I decided to become an Ambassador. As an ambassador, I work with students from other schools to promote the Hospice's events. We have successfully created an ambassador led Easter Egg Hunt, this year being the second one we have run. For the two years that I have been an ambassador I have worked with people with different personalities and ages. I have been able to work in a team but also had a few small leadership roles which have allowed me to develop as a person. I can honestly say that being a volunteer with the group has been the most enjoyable and rewarding role out of everything I have done with the Hospice. My time with the Hospice has been hugely beneficial and I have learnt a lot.



*Harini and Amynta*

## Amynta, Stratford Girls' Grammar School, Hospice Ambassador

I started volunteering with The Shakespeare Hospice because I wanted to gain a better understanding about the work that the Hospice does. I thought that volunteering would then be the best opportunity for me to also learn more about my local community, whilst providing my support.

There is a wide range of services that you can help with, as a volunteer. I started with non-clinical work experience, working in the fundraising department which was an eye-opening experience to learn about the hard work and effort that goes into planning fundraising events. I then briefly volunteered at the bookshop. This allowed me to see another side of the work that the hospice does and it also helped me learn about customer service.

Currently, I volunteer with the Young Carers' Group every fortnight, where we engage in lots of different activities such as cake decorating, Christmas discos and more recently, Zoolab, where there the children got to see and learn about different wild animals. I really enjoy this because I've been able to meet lots of young people and I have been able to learn about the impact the hospice has on young people too. It's an opportunity that has enabled me to develop my communication skills with children, which is incredibly valuable because I would like to work with children in paediatrics in the future.

Through my volunteering journey at the hospice, I have realised the importance of raising awareness to everyone, including young people, about the fantastic work that the Shakespeare Hospice do and the exceptional care that they provide. From arranging highly successful events like the Colour Run, to providing excellence support for patients, their families and young people – I've been able to witness first-hand the care and compassion with which The Shakespeare Hospice work. This inspired me to become a student ambassador to represent the Hospice at school and around my community to try and have a direct impact on those around me. What better way to support such a great local charity than to volunteer!

## Ben and Catrin, King Edward VI Grammar School

We started volunteering at the Shakespeare Boutique on Greenhill Street at the same time as we are both taking part in the Lions 'Young Leaders in Service Award'. We chose to volunteer with the Shakespeare Hospice as not only do they have a close connection with our school, King Edward VI Grammar School, but we also wanted to help a great organisation that provides a brilliant and important service to patients and their families in the local area.



We have learnt countless things from our work with the Hospice; for one, the commitment of all the volunteers is second to none. We noticed this especially when working with the volunteers who braved the cold throughout the day at the Christmas market stall in Stratford to raise money for the charity. We have also been able to improve our own communication skills by talking and interacting with a diverse range of customers and, as well as this, we have learnt just how important the donations from the local community really are. It has been very heartwarming to have witnessed so much generosity.

We both believe that The Shakespeare Hospice is a wonderful place to volunteer and would recommend getting involved whole heartedly. The work of the volunteers is so important and it is such good fun; especially with the knowledge that it's all for such a good cause.

## Jess, Stratford upon Avon College

During my time on work placement I managed to spend some time in the day hospice, transitional care and, diversional therapy. I thoroughly enjoyed spending time in each one and learned a lot from each area of the hospice. During day hospice I got to interact with both patients, carers and staff. I learnt how to interact with patients with different needs. It helped me grow professionally as I got to learn more about the role of the different staff members and see how they work in a health care setting. It also helped me to grow personally as I grew my confidence whilst at the hospice as I got used to talking to people I didn't know and talking to them about sometimes quite sensitive situations. It also helped me grow my communication skills and listening skills as I got the chance to talk to patients and carers and bereaved carers with different needs and levels of communication.



I spent a lot of time in diversional therapy helping people do activities they wanted to do and simply chat with them and give them some company. I was also able to make bread with the patients. I enjoyed this very much being able to take apart



but also to be able to work with the patients at the same time in a very relaxed manner. It was lovely to just get to know them and the staff. It was also lovely being able to help as much as I can by setting things up and getting people drinks. I also got to help with lunch. I also got the opportunity to sit in on a complementary therapy session and a mindfulness session. This was amazing and very educational to watch and observe, as it shows me that the Hospice offers more than just a nurse's perspective and medication but other types of treatment for people that need it or prefer that route. I was also lucky enough to spend an evening with the Young Carers group, making crispy cakes and getting to interact with people more of the age that I want to work with in the future. It gave me a wider perspective of what the Hospice has to offer and was lovely to spend time with people my age and talk to them on a more personal level. I learnt a lot both professionally and personally during my time at the Shakespeare Hospice and am going to greatly miss going there on a Friday.

## Helena, Stratford upon Avon School, Hospice Ambassador

I started volunteering at the bookshop because I saw it as an opportunity of working with other people and, at the same time, helping those in need.

After I learned about what the Shakespeare Hospice did, I found myself wanting to work with them even more than before.

The bookshop is such a nice environment to work in. Maybe I am biased because I just adore books and coffee, but the place is calm and filled with lovely people. I learned a lot there and after a while working with them, it became the highlight of my Monday after school. It's just a good way to take my head out of the maths problems and exam stress.

The other volunteers are friendly and I learned a variety of skills, such as team work, working with customers and handling the till and coffee machine. I also increased my communication skills and acquired experience.



## Charlie, King Edward VI Grammar School, Hospice Ambassador

I've been volunteering at The Shakespeare Hospice for a while now and every time I sign in I'm met by positivity, a supporting atmosphere and familiar faces. You feel right at home as soon as you join and with new tasks and experiences every week you're never bored and always motivated. I personally work in the fundraising department where I help with everything from sorting press clippings to helping to design the next set of marketing materials.

The job is super rewarding and working in this particular area of the Hospice has given me great real-world experience which everyone can appreciate. If you are keen for some great experience of office life while actively fundraising then this is the place to invest your time. Nothing is more satisfying than seeing a project you have put your own time and effort into flourish into existence and help raise money for a great cause.

## Ruby, Kineton High School

I decided to come to The Shakespeare Hospice charity shop in Wellesbourne for my volunteering as part of my Duke of Edinburgh as I was interested in how everything worked and what went on in the process in the charity. Since doing my volunteering I have found out a lot about the charity including how the shops work, where the money goes to and how beneficial the charity is.

Overall, I think that it is a very helpful and beneficial charity and is really nice to work with.

## Marc-Philip, King Edward VI Grammar School, Hospice Ambassador

I started volunteering for the Shakespeare Hospice as part of my Duke of Edinburgh Award Scheme, which requires you to do 3 months of volunteering that I decided to complete at the bookshop. I have now been volunteering for over 3 years, so there must be something special about it!

Before I started working at the bookshop, I had no experience in retail and definitely no idea how to work in a bookshop. However Di, the manager at the time, was very helpful and encouraging and taught me everything I needed to know from working on a till to something as special as valuing particular books. One thing that I particularly enjoy about working at the bookshop, and the Hospice in general, is the wide variety of jobs that you get to do. When I show up for volunteering on a Saturday, I never really know what I am going to be doing which keeps it fresh and interesting.

After volunteering at the bookshop for 2 years, I also did one week's work experience in the finance department as this is an area in which I might want to pursue a career. While I was there I learnt a huge number of things such as using Sage, a piece of accounting software to write invoices and record payments. I also learnt how to cash up and pack drop off bags for the bank, an important skill when working with small businesses.

About a year ago I also became a student ambassador for the Hospice. As most of my time is spent in the bookshop, I wanted to be involved more closely with the main part of the Hospice. I also wanted to increase the visibility of the Hospice among younger people because of the great volunteering opportunities it presents and also because the Hospice relies on volunteers to function.

The Hospice is an incredibly important charity because it offers support for people at the hardest time in their lives. It offers hope not only to those who are at the end of their life but also offers counselling to those who have recently lost a loved one, so that they have someone to talk to, someone who can help them get through and move on. Without the Hospice, these people would be left on their own with no one to help them.



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