

**Volunteer Role Description**

**Volunteer Role**: Volunteer Cleaner

**Supported by**: Facilities Team

**Where you will be based**: The Shakespeare Hospice

**About the Hospice**

Our vision is for everyone in our community with a life limiting illness or bereavement to be able to access compassionate care and the support they need. We offer a diverse range of community-based services including Hospice at Home & Day Hospice (Adult Community Care Service), Adult Counselling, Children and Family Support Services and Transitional Care Services across South Warwickshire and the surrounding areas.

The Shakespeare Hospice has six charity shops across South Warwickshire, and also an online shop, selling a variety of quality goods which have been donated by our generous supporters.

**Why do you need me?**

The contribution of our volunteers is invaluable to the operation and success of the Hospice.

We want to offer a welcoming and supportive atmosphere at the Hospice, and our volunteers are key to this.

We want our service users, whether they are carers, bereaved carers or patients, to feel welcomed and relaxed when coming into the Hospice when they may feel worried, nervous or anxious.

A person’s experience when coming into the Hospice is important for the success and effectiveness of their care and wellbeing. The role of Volunteer Cleaner is important for maintaining the cleanliness and safety of our Hospice building, recognising in particular the importance for patients of a well presented and attractive environment.

We work hard to ensure that all our volunteers are treated fairly and are given equality of opportunity.

**What activities will/could I be involved in?**

* To support the Facilities Team in maintaining a clean and tidy Hospice premises.
* To work to a cleaning schedule for areas that should be cleaned at regular intervals, ensuring that this is carried out.
* To be aware and comply with Hospice Policies including health and safety.
* Adhere to all hospice policies and procedures.
* To help prepare for service users coming for group sessions at the Hospice.
* To engage with service users in conversation whilst they are at the Hospice.
* To support in creating a welcoming and supportive environment.
* To maintain confidentiality at all times, and to raise any concerns to members of the Clinical team as appropriate.
* To be a part of the Day Hospice Team
* To be a part of a wider team of General Volunteer Team.

**What skills / abilities will I need?**

* To have good organisational skills.
* To be able to work as part of a team.
* Be non-judgmental.
* Be enthusiastic about helping a local charity which supports people with a life-limiting illness.
* Be trustworthy and reliable.
* Be polite and courteous at all times.
* Understand the importance of maintaining confidentiality.
* This role will require a Disclosure and Barring Service (DBS) clearance check

**How much time should I offer?**

As a volunteer, you can help out as much or as little as you like.

However, we would ask that you can commit to an agreed amount of group sessions – currently after school and some ad hoc activity days during school holidays

**Will I have an induction and training?**

You will receive an induction when you start as a volunteer with the Hospice, including a tour of your base, team introductions, health and safety information and an online training programme.

We will provide any further specialist training that you need to complete your volunteer role.

**What are the benefits of volunteering?**

* You will be part of a friendly team, supporting those in the community who need it most
* You can grow confidence, meet new people and make new friends
* You can improve your skills and work experience
* We can be flexible in relation to your volunteering hours, recognising your need for holiday time, and other commitments.

**We are very grateful to all our volunteers, who help us to deliver the highest quality of care and support to our patients and their families**