

Havens Hospices.

Job description: Spiritual Carer Volunteer (All Faith & Non-Faith)

Title: Spiritual Carer Volunteer.
Accountable To: Spiritual Care Lead.
Based At: Either Fair Havens or Little Havens as required.
Team Working With: Wellbeing, CYP, FH IPU, H@H.
Time Commitment: Minimum of 2 hours, Monday - Friday

Introduction

At Havens Hospices we have a simple vision – Making every day count. We are focused on a programme of continuous quality, improvement, listening to our patients, families, staff and investing in our workforce to deliver an excellent patient experience. We integrate our value, Care and Compassion, Commitment, Community, Courage, Integrity into our professional ethics. Enabling us to offer the best possible palliative, respite and supportive care, free from fear and barriers, where the patient and those important to them are always put first including their spirituality whatever that might be.

MAIN PURPOSE of the post:

Volunteers help enhance the patient experience, to bring a sense of unconditional love and affirmation to the lives of patients, family members, volunteers and staff regarding matters of faith, spirituality, personal values and belief. Working as a part of the Well-being service and part of a multi-disciplinary team approach to identify and provide specialized spiritual and pastoral care of patients, their families and carers, and to support staff throughout the organisation in providing appropriate spiritual care as part of the holistic care.

Responding to referrals made from clinical and support services as well as developing a presence within agreed areas of working. Encouraging the awareness of colleagues in the integral nature of spiritual care throughout the Hospice. The Spiritual Care team reflects the core ethos and values of our Hospices that support each human being in their life journey. Ethos and values that support our common humanity no matter what religion, spirituality, breadth of human understanding or beliefs.

Role Purpose

To provide supportive and confidential, active listening to patients, visitors and where appropriate, staff within their allocated service delivery unit(s). Spiritual Care Volunteers will support the Spiritual Care Team Lead in delivering excellent pastoral and person-centred Spiritual Care throughout our Hospice work. They will provide a work of presence and support of the patient, family members, volunteers and staff through gentle and respectful listening and appropriate responses. They will promote the value of personal reflection, self-care, meditation and prayer as a resource in daily living. They will participate in the delivery of remembrance and the annual Light up a Life services, as they are able, supporting the Spiritual Care Lead in delivering these and other essential services for bereaved relatives and Hospice life.

Volunteers will be expected to

- Attend the allocated site once a week. The day will be arranged by mutual consultation with the lead.
- Approach patients in the IPU methodically and sensitively to engage in conversation.
- Make accurate and appropriate patient referrals to the chaplain when required.

- Maintain and respect confidentiality at all times and maintain excellent standards of professional behaviour when representing the spiritual care team within the organisation.

It is not the role of spiritual care volunteers to proselytise/promote their own religious belief or perspective amongst patients, visitors or staff. Doing so will result in you being asked to leave.

Main Activities and Duties

- ❖ Sign in on arrival.
- ❖ Report to Ward Clerk/ Sister/ Charge-Nurse at the beginning and end of each duty period
- ❖ Offer Holy Communion to patients if agreeable.
- ❖ Participate in reflective practice/supervision sessions and annual reviews with the spiritual care lead.
- ❖ The spiritual care volunteer will be expected to liaise with the nursing staff, building good relationships with them and taking patient referrals.
- ❖ spiritual care volunteer will have the freedom to use their initiative in dealing with patients and situations, under the guidance and supervision of the lead. They will also make referrals for follow-up visits to the lead as necessary.
- ❖ spiritual care volunteer is free to end involvement in the scheme at any time after mutual discussion.

The Role Description is not intended to be exhaustive, and it is likely that duties maybe altered from time to time in the light of changing circumstances and after consultation with is the post-holders. Volunteers should not be involved in direct clinical care of patients and are expected to volunteer within the boundaries stated above. Any additional activities will need approval from your Volunteer Manager.

Please Note: To Apply For This Role One Of Your Referees Must Be From Your Minister Of Religion Or Equivalent

Skill and Abilities

- Understands the concept of Volunteering within Havens Hospices. (If not, please check our website).
- Believes in the organisation objectives and aims.
- Understands our Values.

Experience

- Has volunteered before and if not, you are welcome to apply or contact the lead for a chat.

Role Requirements

- Have a recommendation from their minister of religion or equivalent and another referee.
- Be able to relate to people of other faiths and none.
- Provide patient-centred spiritual and pastoral care.
- Be careful not to interfere with any clinical, medical or nursing activity or give false/ill-informed assurances even with the best of intentions.
- Exercise patience and acute sensitivity always on the ward.
- Be able to recognise and maintain appropriate personal boundaries. Must not give out their personal contact details or arrange to support a patient, their family or friends outside of the hospice.
- Withstand the emotional and sometimes tiring demands of spiritual care that arise from attentive listening and sometimes from standing or seating for prolonged periods.
- The Spiritual Carer Volunteer is part of a team and will need to show their commitment to hospice voluntary work by being dependable in their visiting, and by letting the lead know of any absence whether it is planned or due to an emergency.

Other Requirements

- Physically fit; able to stand, seat /walk.
- Willing to complete eLearning/ induction and other training
- Must wear the ID Badge whilst volunteering
- Be willing to follow all organisation Policies and Procedures.

Essential: This defines the minimum criteria needed to carry out the role and the role cannot be done without these

Additional Information

Health and Safety: Volunteers are required to take responsibility for their own Health and Safety and the persons who may be affected by your acts or omissions whilst volunteering. They will also be required to co-operate with Havens Hospices to ensure Statutory and departmental safety regulations are adhered to.

Equal Opportunities: The organisation welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Safeguarding of Children and Vulnerable Adults: During your volunteering, you have responsibility to safeguarding children and vulnerable adults. Volunteers are required to complete statutory training and take appropriate actions as set out in the organisation policies and procedures.

Contact the Spiritual Care Lead for an informal chat on:

01702220350 ext 249

Moorin Babawale

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