Volunteer Role Description

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| **Role name** | **Purple Butterfly Volunteer** |
| **Purpose summary** | To support patients at the end of life and their families by providing one to one support, compassionate listening, comfort, and companionship. |
| **Main point of**  **Contact/supervisor** | Palliative Care Team |
| **Ward/gate** | Various |
| **Duration of role** | This role is ongoing |
| **Commitment level** | Once a week, or fortnight, for a minimum of 6 months |
| **Where** | Southmead Hospital |
| **When** | Shifts are:  9.00am-1.00pm  1.00pm- 5.00pm |
| **Description of duties & core tasks** | * + - * Sign in at the beginning of your shift * Collect the patient list from the Palliative Care team * Check the Purple Butterfly Log to familiarise what visits have taken place recently * Discuss with palliative care team if they are aware of any patients or family who may benefit from volunteer input who are not already listed for a volunteer visit   **Conducting your visit**   * When arriving at a ward report to the Ward Sister/ Nurse in Charge on arrival, inform them who you are and who you are booked in to visit. Only continue your visit with their permission * Introduce yourself to the patient and their family and explain what support you can offer, if they wish for you to do so * Support may include:   -listening and spending time in conversation  -reading out loud  -providing comfort and hand holding  -making a cup of tea for the family members, or patient if appropriate  -offering respite to family members so they can take a short break from the patient’s bedside  You will need to use your communications and skills of empathy to assess the level of support required.   * Liaise with the ward staff concerning the patient and their needs, especially if they feel that the patient has additional needs. * Complete the Purple Butterfly Log after each visit, recording who you visited, your experience and any follow up visits required. * At all times remain up to date with department and mandatory training as required by the Trust. * Always follow infection Control and PPE processes. |
| **Skills, experience, attitudes, and qualities needed:** | **Essential:**   * Excellent listening skills and a non-judgmental attitude * A friendly and open manner * To feel comfortable in an acute hospital environment * To adhere to the Trust values of treating others with respect at all times * Understand the importance to stay within the boundaries of the role description   **Desirable:**  Previous experience supporting patients receiving end of life care |
| **Training and information provided** | * Volunteer mandatory training programme * Bespoke specialist training * Department orientation and induction * Shadowing induction sessions with an existing volunteer or staff member demonstrating the role. * Ongoing supervision and support * Ongoing updates and information |
| **Challenges of the position** | * The emotional and spiritual consequences of being with people at the end of life * Coming into hospital can be an anxious time for patients and their relatives. Sometimes this may make people less tolerant than they might usually be and they may come across as impolite. It is important that the volunteer remains calm and listens politely and seeks staff support immediately if required. |
| **Boundaries of the position** | * To maintain confidentiality regarding information seen or heard or shared, but appropriate escalation when indicated. * Maintaining a professional, non-judgmental and compassionate attitude at all times and be mindful not to overtly share personal religious, cultural or political views. * Never offer any clinical advice to a patient, always talk to a staff member if the patient requires this information. * There will never be an occasion where it is appropriate to give your personal contact details to patients or become ‘friends’ on social media. * To be aware of your own support needs and seek supervision when needed or suggested. * To refer any concerns you have in respect of what you see or hear in a Volunteer role to your Supervisor or Line Manager. Alternatively, you can contact the Volunteer Services Manager or a Freedom to Speak Up Guardian (a reporting concerns process will be shared during induction). * ID and uniform must be worn at all times |
| **Reimbursement of expenses** | * Travel expenses to and from the hospital can be reimbursed * Meal vouchers for use in the staff Vu restaurant are offered if volunteering for over 4 consecutive hours in one day |
| **Potential benefits to the volunteer** | * Gain practical volunteer experience and learn about the healthcare environment * Develop skills and experience that may be transferable to paid employment, such as working as a part of a team * Opportunity to help/support patients during a difficult time * References can be provided on completion of three months volunteering, if required * Ongoing support and supervision sessions * Making friends with other volunteers and meeting new people * Awards in recognition of volunteering contribution * Light refreshments when on duty * Free parking |
| **Commitment to health and safety** | It is expected of you that you take care during your role to avoid accidents to yourself and to others, and to co-operate in maintaining your place of volunteering in a tidy and safe condition, thereby minimising risk. All volunteers must follow the reporting concerns procedure for any breaches of security or matters of concern. |
| **Commitment to no smoking** | As an NHS employer, we have a duty to our staff, volunteers, and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients, visitors and volunteers of the Trust. Failure by volunteers to comply with this requirement may result in recourse to the disciplinary procedure. |
| **Commitment to equal opportunities** | North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust’s Equality, Diversity, and Inclusion Policy.  All volunteers hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their volunteer placement. Similarly, all volunteers have a responsibility to highlight any potentially discriminatory practice to their line manager.  Information about the Equality, Diversity and Inclusion Policy is available in the Volunteer Welcome Pack. |
| **Commitment to harassment and bullying** | We believe that all people, whether volunteers, staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.  We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned. |
| **Commitment to safeguarding** | North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all volunteers to abide to children and adult safeguarding policies and procedures. The trust expects volunteers to be dementia aware, where applicable. All volunteers are expected to share this commitment. |
| **Recruitment information** | You will be asked to provide two independent references from people who have known you for more than three years (this cannot be a family member).  Depending on your role, you may need to have a Disclosure and Barring Service (DBS) check, which will be paid for by the Trust. |
| **For more information contact** | [Volunteer.services@nbt.nhs.uk](mailto:Volunteer.services@nbt.nhs.uk) |
| **Date approved**  **Review date**  **By whom** | **16 8 22**  **16 8 22**  **Head of Patient Experience** |