



Being there for *you*
and *your family*

ROLE DESCRIPTION

- ROLE TITLE:** Compassionate Neighbour Volunteer
- TEAM:** Compassionate Neighbours Team
- REPORTS TO:** Compassionate Communities Manager and Compassionate Neighbours Facilitator
- HOURS OF WORK:** Up to 4 hours a week
- BASE:** Community, providing support in the patient's house

SUMMARY OF VOLUNTEER ROLE

Under the supervision and guidance of the compassionate communities manager and compassionate neighbours facilitator provide various types of support to patients and their families in their homes and the wider community. The role is varied and can involve supporting patients and families at the end of life and escorting patients to appointments.

Personal Qualities to fulfil role

- Flexible and adaptable to meet the needs of the patient and their carers/relative
- Good communicator and listener
- Team worker
- Honest and reliable
- Friendly
- Have the ability to deal with sensitive and distressing situations
- Confidence to support people in their own environment

Developments required to fulfil role

- 2 ½ day training
- DBS check

Key volunteer duties:

1. To visit patients in their own home for specified periods of time to offer respite for carers or company for patients who live alone
2. Offer companionship, emotional support and listening ear
3. Support with hobbies and interests
4. Provide practical support such as making drinks and light meals
5. Provide practical support with shopping, and light housework if required
6. To provide minor assistance/supervision with personal care
7. To provide an escort for Hospice patients attending outside appointments
8. To liaise regularly with the Volunteer Home Visiting manager and facilitator for the benefit of patients , carers and other members of the LOROS multidisciplinary team and outside agencies
9. Attend regular training updates and be prepared to participate in supervision sessions
10. All volunteers should be aware of the Safeguarding Procedures and be able to escalate any concerns.

GENERAL GUIDELINES FOR VOLUNTEERS:

1. All volunteers are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.
2. All volunteers are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.
3. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).
4. All volunteers will receive a handbook which outlines key information, it is the responsibility of the volunteer to read this book and sign to confirm.
5. In the event that a volunteer is unable to attend their allocated duty, they should contact the name staff member as soon as possible to notify absence.

6. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by the Hospice.

ROLE SPECIFIC GUIDELINES FOR VOLUNTEERS:

The service provided is tailored to meet the needs of the patient and their relatives/carer, as a volunteer there is requirement to adapt according to how the patient is feeling on the day.

Signed.....Date.....
Volunteer

Signed..... Date

Supervisor



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VISION

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for them and their loved ones.

MISSION

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

VALUES & BEHAVIOURS

(How we will strive to be)

PROFESSIONAL

in our attitude and everything we do

FOCUSED

on patients, families and carers whilst listening, learning and adapting to their diverse needs

COLLABORATIVE

in working together and with others

COMPASSIONATE

in providing care and responding sensitively to requests for support

TRUSTED

within our organisation and by our community

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

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KEY FACTS – JULY 2016

No. of individuals receiving patient care from LOROS p.a.	>2,500	
Of whom admitted to Inpatient Ward	590	
No. of beds in Inpatient Ward	31	
Average length of stay (days)	12	
No. of participants in LOROS educational activities p.a.	2,200	
No. of employees	330	
No. of regular volunteers	1,100	
Expenditure on patient care p.a.	£7.7M	
Minimum amount of income to be raised p.a.	£5.0M	Excludes the activity of LOROS Education, which is a self-funding service.
Portion of expenditure covered by NHS	1/3 rd	
Portion of charity costs directed to care services	91%	
Cost per hour of running the charity	£870	
Cost per bed/day including "overheads"	£525	
Cost per attendance for Day Therapy	£240	Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.
No. of LOROS Shops	28	
No. of LOROS lottery members	24,800	

LOROS is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.

All money raised is spent locally in Leicester, Leicestershire & Rutland.