



*Being there for you  
and your family*

## **ROLE DESCRIPTION**

- ROLE TITLE:** Volunteer Spiritual Care Chaplain
- REPORTS TO:** Lead Spiritual Care Chaplain
- HOURS OF WORK:** Variable, Core times are Monday to Friday and Sundays
- BASE:** LOROS Hospice, Groby Road, Leicester

### **SUMMARY OF VOLUNTEER ROLE**

- To respond to requests for meeting the religious, spiritual and pastoral needs of patients and relatives referred to them.
- To undertake as necessary, regular visiting of ward to provide religious, spiritual and pastoral care to individuals.
- To respond appropriately and sensitively to needs as requested, for example to the seriously ill, dying, and bereaved/distressed .
- To provide opportunities for collective worship and prayer as necessary.
- To participate in the training and education of staff, if appropriate.
- To develop personal awareness and skills relevant to the role and to undertake training as available.
- To maintain absolute confidentiality (subject to signing the LOROS confidentiality agreement).

### **Personal Qualities to fulfil role**

Friendly, Flexible and Reliable

### **Training required to fulfil role**

To attend chaplaincy team meeting and take part in team supervision and reflective practice.

Mandatory Training include:

Fire Safety Awareness (repeated annually)  
Health and Safety (repeated every 3 years)  
Equality and Diversity (repeated every 3 years)  
Safeguarding (repeated every 3 years)  
Information Governance (repeated annually)  
Infection Control (repeated annually)  
Back Care (repeated annually)  
Confidentiality (repeated annually)

**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.
7. All volunteers should be aware of the Safeguarding Procedures and be able to escalate any concerns.
8. An opportunity to support LOROS Local by providing information and support to those accessing the vehicle with regards to raising awareness of all the hospice services.



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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**



## KEY FACTS – SEPTEMBER 2018

No. of individuals receiving patient care from LOROS p.a.	>2,500	
Of whom admitted to Inpatient Ward	665	
No. of beds in Inpatient Ward	31	
Average length of stay (days)	14	
No. of participants in LOROS educational activities p.a.	2,165	
No. of employees	343	
No. of regular volunteers	1,500	
Expenditure on patient care p.a.	£8.2M	
Minimum amount of income to be raised p.a.	£6.0M	Excludes the activity of LOROS Education, which is a self-funding service.
Portion of expenditure covered by NHS	31%	
Portion of charity costs directed to care services	90%	
Cost per hour of running the charity	£932	
Cost per bed/day including "overheads"	£560	
Cost per attendance for Day Therapy	£305	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	29	
No. of LOROS lottery members	24,950	

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.]