



Being there for *you*
and *your family*

ROLE DESCRIPTION

- ROLE TITLE:** Volunteer Counsellor
- REPORTS TO:** Counselling & Psychological Support Services Manager
- HOURS OF WORK:** Must be able to commit to regular hours – between 9am and 5pm Monday to Friday
- BASE:** LOROS Hospice, Groby Road, Leicester

Summary of volunteer role:

To provide short-term counselling to clients who are bereaved

Personal Qualities to fulfil the role:

- Qualified Counsellor BACP Registered
- Ability to work autonomously and as part of a multi-disciplinary team
- Friendly, Flexible and Reliable

Training required to fulfil role:

1. Mandatory Training to include:
 - Safeguarding
 - Health Safety & Wellbeing
 - Equality & Diversity
 - Confidentiality
 - Fire Awareness
 - Back Care Plus
 - Infection Control
 - Information Governance
 - Conflict Resolution

Key volunteer duties:

1. Provide a service in line with B.A.C.P. (British Association for Counselling & Psychotherapy) guidelines.
2. Provide a timely, responsive and appropriate service to users.
3. Provide interventions in order to enable and explore feelings and facilitate understanding for those near the end of life and those with life-threatening illnesses to facilitate coping strategies around loss and bereavement.
4. Carry a caseload of clients as allocated by the Counselling & Psychological Support Services Manager.
5. Have access to internal, regular and individual supervision in addition to on-going in-service support, in line with B.A.C.P. guidelines.
6. Attend and contribute to regular case discussion groups.
7. Maintain clients' records ensuring accordance with hospice policies particularly as they relate to confidentiality and data protection.
8. Be aware of and sensitive to any cultural issues or language difficulties experienced by patients or clients.
9. Work and act in accordance with LOROS' policies and procedures.
10. Be proactive in maintaining and developing own professional skills.

CONFIDENTIALITY

The memo "All information about patients and their relatives is CONFIDENTIAL" is relevant and all staff and volunteers are required to sign and abide by it. Additionally you are expected to read and abide by the British Association for Counselling and Psychotherapy Code of Ethics and Practice for Counselling skills. In the context of Counselling, information about patients and relatives is only shared for the purpose of receiving supervision and support with our casework. Normally information should only be shared with the Counselling & Psychological Support Services Manager and Clinical Supervisor.

Exceptional Circumstances

A breach of client confidentiality may be considered where there is deemed to be a serious risk of harm to the client or a third party. If you think you are in such a situation seek advice immediately. Any decision on confidentiality will be taken by the Counselling & Psychological Support Services Manager or Clinical Supervisor.

Supervision

The purpose of supervision is threefold. Firstly, it offers the opportunity for Counsellors and Bereavement Group workers to give and receive support around this challenging work. Secondly, it serves as educational function in which skills can be developed, ideas shared etc. Finally, it ensures accountability for all work undertaken on behalf of the Hospice.

After initial training the volunteer is on a six month probationary period, during which time they will attend supervision meetings. At the end of the six month period the volunteers will only be required then to attend on-going supervision and continual performance development as agreed with the Service Manager.

All supervision is logged by the volunteer and signed off by the Manager.

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 may be able to receive additional 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.

ROLE SPECIFIC GUIDELINES FOR VOLUNTEERS:

To be prepared to share with those responsible for the service such personal circumstances or pressure which may from time to time require a reduction in or break from counselling work thus enabling us to maintain a consistent service to LOROS clients.

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

Signed..... Date
Supervisor



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and your family*

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, Groby Road, Leicester, LE3 9QE

www.loros.co.uk

Registered Charity no. 506120



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.

