

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

ROLE DESCRIPTION

- ROLE TITLE:** Administrator Clinical Volunteer
- REPORTS TO:** Clinical Volunteer Co-ordinator
- HOURS OF WORK:** 3-4 Hours, Once a week
- BASE:** LOROS Hospice, Groby Road, Leicester

SUMMARY OF VOLUNTEER ROLE

We are looking for enthusiastic and motivated administrator with previous health care experience to provide administrative support to the medical PA's and Clinical Areas.

DUTIES AND RESPONSIBILITIES INCLUDE:

- Assist in preparation of documents using basic word/excel.
- To assist with general office duties including scanning, photocopying, shredding, distribution of letters, etc.
- To take telephone messages ensuring that these messages are communicated to the relevant members of staff in an accurate and efficient manner. Ensure all appropriate information is gathered and the caller is referred to the appropriate person.
- To update and maintain accurate files and records both manual and electronic.
- To communicate verbally in a sensitive manner, particularly when speaking to LOROS patients, their relatives/carers.

PERSONAL QUALITIES TO FULFIL ROLE

- Friendly, Flexible and Reliable
- Good communication skills

REQUIREMENTS TO UNDERTAKE THE ROLE:

- LOROS mandatory training
- Basic IT skills required (word/excel)
- It is desirable to have previous knowledge of using clinical computer systems but is not essential for the role
- Adhere to the Hospice Uniform policy at all times
- Wear Identification Badge at all times
- DBS check

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.
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.

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

Co-ordinator



Our vision and mission

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 themselves 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.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leukaemia, Lymphoma & Blood

Being there for you
and your family



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

loros.co.uk

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LOROS

High Quality Care for Learning, Living and the Wellbeing of Ireland

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LOROS KEY FACTS

MARCH 2021

LOROS Hospice 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.

£8.8M

Expenditure on patient care per year

£6.4M

Minimum amount of **income** to be raised per year
Excludes the activity of LOROS Education, which is a self-funding service.

Cost per hour
of running the charity



>2,959

No. of individuals receiving patient care from LOROS per year



admitted to Inpatient Ward



beds in Inpatient Ward



Cost per bed/day including overheads

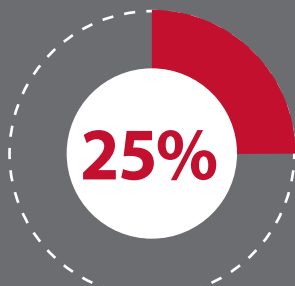


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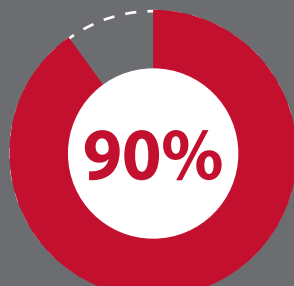
employees

1,300

regular volunteers



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

Deliver **1,516** hours of educational training a year



24,235
LOROS Lottery numbers

29
LOROS Shops

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

Figures accurate as at 31st March 2020 | Source: 2019/20 Statutory Accounts and Clinical Dashboard

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