



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



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, Life and Wellbeing in 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



409 **328** FTE

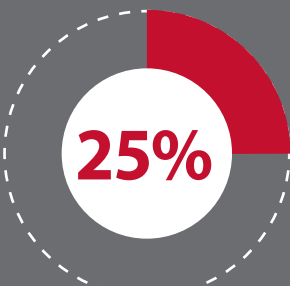
employees

1,300

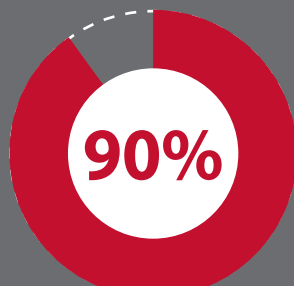
regular volunteers



Cost per bed/day including overheads



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

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk

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