

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

## Role Description

- ROLE TITLE:** LOROS Local Volunteer
- REPORTS TO:** Volunteer Co-Ordinator/Volunteer Manager
- HOURS OF WORK:** Can vary, times are usually 10am to 3pm, Mon to Fri, could include occasional evening and weekend
- BASE:** Community, supporting LOROS Local across Leicester, Leicestershire and Rutland

### About LOROS Local

LOROS Local is an advice and information vehicle which travels around the counties of Leicestershire and Rutland. It enables people to find out more about the work of the hospice in their local communities and it enables LOROS to deliver a range of services locally.



### Impact Statement

LOROS is a Leicester, Leicestershire and Rutland charity which is wholly dependent upon local people for financial and volunteering support. LOROS Local is a tool for sharing the goals and aspirations of the Hospice, for promoting the principles of palliative care and explaining the many caring roles performed by the Charity.

### **Summary of Volunteer Role**

- Support the LOROS Local information and Support Officer/Driver, provide information and support to those accessing the vehicle with regards to raising awareness of the all hospice services.

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### **Essential requirements.**

- Enhanced DBS
- Knowledge of the range of information leaflets available.
- Good general Knowledge around LOROS Services
- Basic IT skills sufficient to use hardware on board
- Previous experience at LOROS.

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### **Key Volunteer duties**

- Travel on or meet up with LOROS Local at a designated location for a negotiated period of time.
- Ensure that the information pod leaflets are topped up, setting out additional information leaflets/booklets as supplied.
- Offer information, support and advice to those coming onto LOROS Local regarding hospice services.
- As required, take appropriate details of individuals and pass on to a relevant colleague to advise.
- Assist with the documenting and monitoring of aspects of visitor activity for data collection purposes to enable the development of the service.

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

- Good communication and interpersonal skills
- Friendly
- Compassionate
- Confident when talking and listening to the public
- Flexible in hours worked.

## **Learning and Development required to fulfil role**

### **Mandatory Training (Annual):**

- Fire Safety Awareness
- Health and Safety quality and Diversity
- Safeguarding
- Data security (including confidentiality)
- PREVENT training
- Infection prevention

### **Role specific Off the job training**

- Hospice wide induction will be given to ensure volunteers feel confident in being able to provide members of the general public with information about LOROS's services, LOROS values and how the public can help us.

**On the job training carried out by the manager, volunteer buddy or volunteer co-ordinator**

- Induction

**General guidelines for volunteers:**

1. All volunteers are subject to:
  - Equal Opportunities Legislation,
  - The Data Protection Act
  - The Health and Safety at Work Act 1974.
  - LOROS Safeguarding Procedures
  - LOROS Confidentiality Policy.
2. 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 Our values and behaviours below).
3. All volunteers will receive a handbook which outlines key information.
4. 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 their manager.



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

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# LOROS KEY FACTS

## SEPTEMBER 2018

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.



**>2,500**

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



**31**

beds in Inpatient Ward



**343**

employees

**1,500**

regular volunteers



Average length of stay **14 days**



**£560**

Cost per bed/day including overheads



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, dietitians and chaplains.

**Cost per hour** of running the charity



**£8.2M**

Expenditure on patient care per year

**£6.0M**

Minimum amount of Income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

**2,165**

participants in LOROS educational activities per year



**24,950**

LOROS Lottery numbers



**29**

LOROS Shops

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

**LOROS**

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[loros.co.uk](http://loros.co.uk)

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