LOROS

Hospice Care for Leicester, Leicestershire & Rutland

*Being there for you
and your family*

ROLE DESCRIPTION

ROLE TITLE: Community Scratch Card Volunteer

REPORTS TO: Lottery Promotions Lead

HOURS OF WORK: Hours and times to suit you

BASE: LOROS Hospice, Groby Road and various locations
throughout Leicester, Leicestershire and Rutland.

SUMMARY OF VOLUNTEER ROLE

We currently promote and sell our scratch cards at a wide range of venues from hospitals to festivals to pubs and anything in between. Our scratch cards are £1 each and help LOROS raise the £5 million we need to help over 2500 terminally ill patients and their families in the local area.

Personal Qualities to fulfil role

- Good communicator
- Enthusiastic
- Friendly
- Outgoing
- Presentable

Training required to fulfil role

All the induction, training and support is provided by LOROS Lotteries. This includes the necessary gambling commission training which doesn't take long.

Mandatory Training includes:

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)

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.

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
Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk
Registered Charity No: 506120

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.

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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
£1,007

>2,959
No. of individuals **receiving patient care** from LOROS per year

Of whom **713** admitted to Inpatient Ward

31 beds in Inpatient Ward

409 **328 FTE** employees
1,300 regular volunteers

Average length of stay **14 days**

£593 **Cost per bed/day** including overheads

Cost per attendance for Day Therapy **£275**
Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.
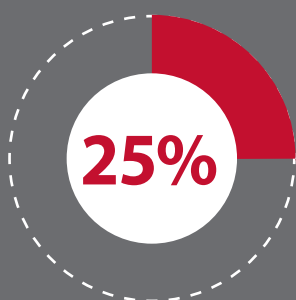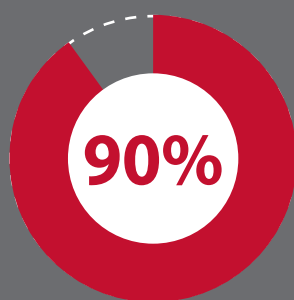
25%
Portion of expenditure covered by NHS

90%
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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