



Being there for *you*
and *your family*

ROLE DESCRIPTION

ROLE TITLE: Social Work Team Volunteer-Welfare Benefits Advice and Support

REPORTS TO: Social Work Team

HOURS OF WORK: 7-15 hours a week (work pattern can be flexible but will be between the hours of 9-5pm. Weekend shifts not required for role).

BASE: LOROS Hospice, Groby Road, Leicester

SUMMARY OF VOLUNTEER ROLE

To support The LOROS Social Work Team with welfare benefits and grant referrals.

To assist patients with filling in forms such as Attendance Allowance and PIP forms.

To provide telephone advice and support around welfare benefits to patients.

To complete written and/or telephone referrals to partner agencies where appropriate.

To sign post patients and families to other charities where appropriate.

In situations of great financial hardship; to assist to apply for charitable grants.

To offer flexible support to LOROS inpatients, outpatient and Day Therapy patients.

To empower patients and families where possible applying a strengths based approach.

To provide information and advice to LOROS staff regarding welfare benefits referrals.

To be willing to meet with patients and families where needed including:
The Inpatient Ward, Day Therapy Unit and/or Outpatient appointments.

Personal Qualities to fulfil role

Good communication skills, and to be able to communicate effectively in English.
Additional language skills to be utilised when necessary.

Able to demonstrate ability to adapt communication skills to individual need.

An awareness of (though not limited to) hearing impairments, speech difficulties and individuals different communication needs and the need to adapt communication skills to this.

Have effective and attentive listening skills.

To be sensitive to the diversity of different cultures in Leicester, Leicestershire and Rutland and able to evidence the ability to apply an anti-discriminatory approach to interactions with patients and families.

To understand confidentiality and boundaries, maintaining these at all times.

Good writing skills and an ability to record work completed.

Have an awareness of palliative care and the emotional impacts this can have on patients and families.

Ability to empathise with others.

To have a good working knowledge of welfare benefits including Personal Independent Payment, Attendance Allowance and Carers allowance.

Having a detailed knowledge of welfare benefits is although not necessary, highly desirable.

To have a basic awareness of adult and children safeguarding concerns and when to raise an alert to the LOROS Social Worker and/or Safeguarding Lead.

To be computer literate.

To be confident to work autonomously and independently seeking advice where appropriate.

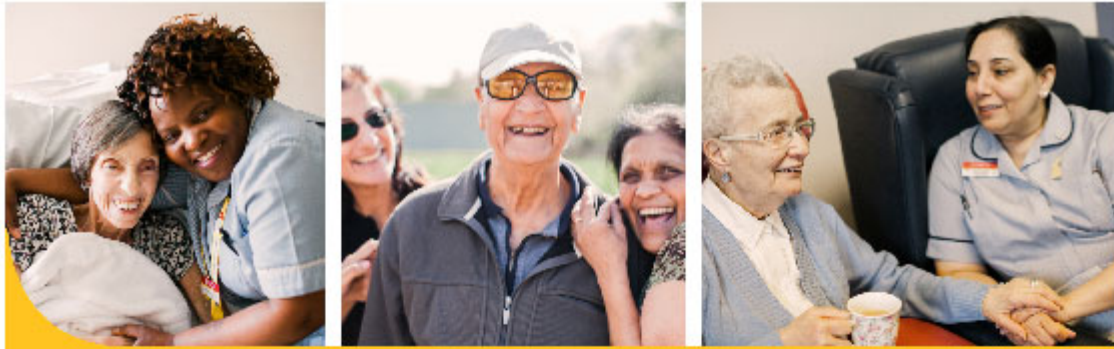
Training required to fulfil role

Mandatory Training include:

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.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Patients, Loved Ones & Staff

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

Helping Care for Learning, Living and the World

Being there for you
and your family

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

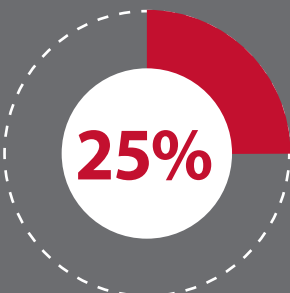
employees

1,300

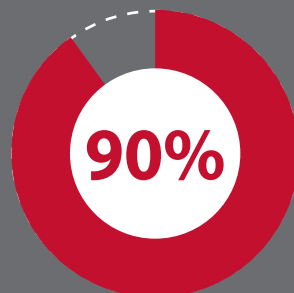
regular volunteers



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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