

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

ROLE DESCRIPTION

ROLE TITLE: Telephone Befriending Volunteer

REPORTS TO: Home Visiting Team

HOURS OF WORK: Flexible hours to suit you. 1-2hours per week

BASE: LOROS Hospice, Groby Road, Leicester

SUMMARY OF VOLUNTEER ROLE

Under the supervision and guidance of the home visiting manager and home visiting facilitators provide telephone support to patients and their carers. This will offer both a listening ear and social contact on a weekly or fortnightly basis. The calls will be pre-arranged and you will have your own small caseload of people to contact.

Personal Qualities to fulfil role

- Good telephone manner
- Ability to listen as well as talk
- Empathy
- Friendly and calm
- Honest and reliable
- Able to report back to the team

Training/checks required to fulfil role

DBS check
2 References
Telephone Befriending Induction
LOROS mandatory volunteer training –
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)

Key volunteer duties:

1. To make weekly/fortnightly pre-arranged phone calls to patients and carers, to offer a listening ear and social contact
2. To keep a log of phone calls and brief details of the conversation
3. To take responsibility for own caseload (approx. 2-3 patients/carers)
4. Feedback to Home Visiting Team and report queries and concerns, as necessary
5. Attend regular training updates and be prepared to participate in supervision sessions
6. All volunteers should be aware of 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.
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.

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

Registered Charity No: 506120

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



409 **328** FTE

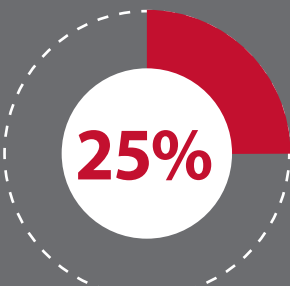
employees

1,300

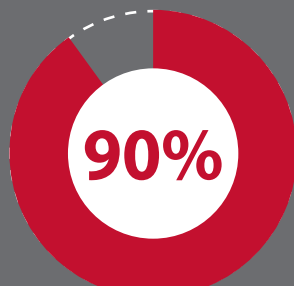
regular volunteers



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

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