



# Living Well Volunteer

## About the role

To support Living Well Services, often being the first point of contact for patients when they arrive at the hospice.

You will form part of the team during sessions including the Therapeutic Programme, workshops, courses and the Wellbeing Café.



## What will you do in this role?

- Support patients and carers during Living Well activities, including the Therapeutic Programme, courses, workshops and at the Wellbeing Café
- Ensure the Living Well environment is welcoming and appropriately set out
- Talk to patients and carers, helping them feel at ease and encouraging them to engage with activities by highlighting the positive benefits
- Support patients to maintain their independence
- Offer refreshments, and serve lunch to patients during the Therapeutic Programme
- Assist patients with safe moving and handling techniques in line with training
- Feedback to staff if issues are raised by patients or carers
- Ensure the facilities and environment are clean and tidy after patients leave

## What are the qualities needed for this role?

- Compassionate, caring, empathetic, friendly and approachable
- A flexible approach and an ability to carry out duties calmly and efficiently
- A good communicator who can listen and ask open questions, acknowledging some subjects can be emotive for patients
- An understanding of what is appropriate to share with patients and an awareness of personal and professional boundaries
- Physically fit
- Aware of patients' and staff members' personal space
- A good team player who will listen to and act on directions from the Living Well Team
- Enthusiasm to evolve the role and take on new projects to enhance patient care



## About St Richard's Hospice

St Richard's offers free, expert care and support for adults with an illness that cannot be cured, their loved ones and carers.

## Volunteering at St Richard's Hospice

We offer a comprehensive onboarding process including an induction day and role specific training sessions. People who regularly volunteer at the hospice are subject to a Disclosure and Barring Service (DBS) check.

### Our promise to you

- To be part of a team and make a difference to patients and their loved ones
- Support and guidance from our staff
- To gain new skills and work experience while building your confidence
- Invitations to social events and the chance to meet other volunteers and staff
- Opportunity to feedback about your volunteering experience
- A flexible approach to volunteering
- Reimbursement of out of pocket travel related expenses
- Regular communication and updates about the hospice

### Your promise to us

- Complete annual mandatory training
- Follow St Richard's policies and procedures
- Act in line with our shared values: caring, compassionate, committed and professional
- Maintain confidentiality
- Complete your agreed volunteer shifts
- Be a positive representative of St Richard's and an ambassador of our work

**We are hugely grateful to our volunteers who help us continue to care for patients and loved ones. Thank you for your interest in volunteering with us.**



#### Contact us

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