

VOLUNTEER ROLE DESCRIPTION

ROLE	Chemo Support for Nourish Project	LOCATION	Chemo Ward Lymington Hospital
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DEPARTMENT FUNCTION

The Chemotherapy Ward at Lymington Hospital provides day care for patients receiving chemotherapy. Força – Strength Against Cancer is a local charity that funds nutritious, frozen meals for people receiving chemotherapy at Lymington hospital. The meals are prepared and cooked by the catering team at Oakhaven Hospice

AIM OF ROLE

The Chemo Support volunteer provides non-clinical support to the Chemo Ward by:

- taking orders for meals and fulfilling the orders using the stock of meals which are kept in the dedicated freezer at Lymington Hospital,
- assisting with practical tasks such as making drinks,
- engaging with the patients whilst they are undergoing their treatment.

DUTIES AND RESPONSIBILITIES

This role would suit a friendly and compassionate person who is empathetic, caring and practical.

This role involves various tasks, including:-

- ◆ Serving refreshments
 - ◆ Engaging with patients throughout the day
 - ◆ Taking orders for frozen meals for patients to take home
 - ◆ Keeping food and drinks area clean and tidy
 - ◆ Liaise with nursing staff regarding any restrictions for patients
 - ◆ Liaise with Oakhaven kitchen staff to manage stock levels at the hospital
- Provide information to patients about other services and support offered by Força – Strength Against Cancer

DRESS CODE:	Casual
REPORTING TO:	Volunteer Services Manager, Oakhaven & Volunteer rota co-ordinator - Força

SKILLS AND QUALITIES

You will need to be able to:-

- ◆ Multi-task, balancing various demands such as a greeting patients, serving drinks and taking meal orders
- ◆ Engage compassionately and kindly with everyone, remembering that this may be a difficult time in their lives.
- ◆ Be self-aware – take note of your own behaviour, take responsibility for it and change where appropriate
- ◆ Be flexible and willing to undertake additional tasks if needed

DAYS AND TIMES	COMMITMENT
Weekdays Wednesdays and Thursdays 10.30am – 1.00 pm or 12.45 pm – 3pm	Weekly, fortnightly or ad-hoc cover

**DISCLOSURE AND BARRING SERVICE CHECK
REQUIRED (CRIMINAL RECORDS CHECK)**

Enhanced

We will arrange this for you.

TRAINING

You will have the opportunity to attend classroom training sessions offered to all Oakhaven volunteers, and will have shadowing sessions with an experienced volunteer mentor. You will need to complete some Mandatory Training, and will be given a generic Volunteer Handbook and a training checklist specific to this role.

SUPPORT

Our work can be emotionally challenging at times. If you are ever concerned about anything that happens during the course of your volunteering, please speak to your Line Manager, a member of your team, or the Volunteer Services Coordinator. We are all here to help and support you.

RULES AND GUIDELINES

Please always:

- Wear your badge. This shows visitors that you are a part of the Oakhaven team
- Respect the privacy of our patients and the confidentiality of their personal information
- Pass on all information about patients or visitors to the appropriate member of staff
- Use the hand wash stations as necessary

PROHIBITIONS

Please do not:

- Give out personal information unless you have confirmed that the person you are speaking to is authorised to receive that information.
- Accept money or gifts from patients or relatives
- Go outside the boundaries of this role

OUR VALUES

As individuals working or volunteering at Oakhaven, we believe in **Compassion, Accountability, Respect and Empathy**. In other words, our personal values lead us to **CARE** about what we do and the people we work with.

Organisationally, we strive to ensure our service is one that: works **Together** with others; delivers **Excellence** and is based on best practice and principles; is **Actively** engaged on all levels be it with patients, families, the local community, staff and services both internal and external; is **Meaningful** for those who experience it in any capacity. We strive to work as part of a **TEAM**.

We ask all staff and volunteers to reflect our organisational values in their behaviour and interactions while at the Hospice.

Thank you for choosing to give your valuable time to Oakhaven Hospice Trust