

Frequently Asked Questions

What is Palliative Care?

Medical nursing care that controls the symptoms of an illness once there can be no cure, making the patients life as comfortable as possible.

What are the benefits of volunteering for St Luke's Hospice?

There are many benefits, it is a great way of meeting new people and learning new skills while donating your time and skills to a good cause to name just a few.

Who volunteers for St Lukes Hospice?

We welcome people from all walks of life. Some of our volunteers work fulltime and volunteer at evenings or weekends. Other volunteers have had a break from their careers and want to gain new skills and we have many retired people who are looking to put their free time and skills to good use. We also have younger people who want to give something back, learn new skills or enter the world of medicine.

How do I become a volunteer?

Request a "Volunteer Recruitment Pack", Complete an Application Form, Equal Opportunities Form and Experience of Loss form then return them to the Volunteer Co-ordinator at St Luke's Hospice who then invite you to the next Information Morning

What sort of roles can I get involved in?

Volunteer work can be carried out in all areas of the Hospice:

- Fundraising office
- In-patient unit
- Driving
- Cleaning
- Housekeeping
- Gardening
- Maintenance
- Administration
- Day Hospice
- Bereavement Support
- Hospice User Group
- Reception
- External fundraising
- Hospice Community Services
- Kitchen

None of the volunteer roles suit me, can I still help?

In the past St Lukes Hospice has benefited from the help various professional people. If you have a professional skill which you think could be beneficial to the Hospice, please contact the Volunteer Co-ordinator.

How much time do I have to give?

This depends on you and how much time you would wish to donate. Just as you might think about giving money to a charity, it is important to think about how much time you can afford to give as a volunteer. It is better to start off with giving a little time regularly than to start by doing a lot and later finding it hard to keep up. All volunteer roles are flexible and we appreciate whatever time you are able to give us.

What skills and experience do I need?

Many of our volunteer roles do not require any experience or specialist skills. We will provide all the training and information you need. All we require for the majority of our roles is your time, energy and enthusiasm.

What support and training will I be given?

Volunteers receive an induction and will be given training and support when joining the Hospice. Staff members and more experienced volunteers are on hand to provide ongoing help and support.

If you would like to work in an area which has patient/visitor contact then you will need to complete a one day Patient Contact Course.

Do I need to supply references?

It is the Hospice's policy to ask for references for all our volunteer roles and we ask you to supply this information on the application form. We also require a Criminal Records Bureau check.

How to I get a DBS (Criminal Bureau) Check?

This will be done through the Hospice once you have been through the first stage of the Recruitment process. Even if you already hold a CRB certificate they are not transferable so we will need to run one again!

Can I claim expenses?

St Luke Hospice volunteers do not receive payment for their work. Agreed expenses will only be reimbursed on approval by a staff member. Drivers are re-imbursed

How long is the process and when can I expect to start Volunteering?

We do appreciate that the recruitment process can seem arduous, but it is important that all Volunteers are fully informed of all aspect of the Hospice and we can ensure that you are matched to the right Volunteering role. You can expect the process to take anything from 1 month – 6 months depending on when you first make contact. You will be asked to complete forms, attend a Saturday Information Morning, if you want to volunteer in areas that have patient contact you will need to complete the Patient Contact Course. You will also have an interview with a member of the Nursing Staff and/or the Volunteer Co-ordinator.

I am 16 -18, where can I volunteer?

Volunteering is open to anyone over 16 years of age and we welcome volunteers from all walks of life. So if you have some time to spare please consider joining our team.

- In our [shops](#): This is a great way of gaining new skills and building your confidence. Our shops are a very busy retail environment so we need enthusiastic, committed young people to help us.
- Helping with our [fundraising](#) events: young people help us with one-off events or join us as part of the fundraising volunteer team. Some of the tasks you will be asked to do are; to set up and clear up at events, man stalls, serve refreshments, register participants, and help in a host of other ways.

For some fundraising volunteer tasks you will need to be 18 and over.

- If you wish to be a [driver](#) there is no age restriction as long as you have your own car and have fully comprehensive insurance. New volunteers wishing to undertake Minibus Driving duties must also be under the age of 68 years of age and must hold the appropriate category on their driving licence. Minibus drivers on reaching 70 years of age will need to apply for a special mini bus licence. Or they continue to drive their own car or a hospice car to transport patients.

Can I volunteer just over the summer or Easter Holidays?

We require a commitment of a minimum of 6 months; you may be free over the summer holidays but we require a continued commitment from you after your holidays. It may be helpful to find out your school/college timetable before you contact us and this will help us place you with minimum disruption to us and you. It may be helpful to discuss your application to volunteer with one of your teachers or your head of year; they may be able to tell you if you have free afternoon during the week. Remember there is a recruitment process to follow prior to volunteering so if you wish to volunteer in the Summer holidays you would need to apply early the same year.

I am on the Duke of Edinburgh Award scheme and I would like to volunteer with you?

Students completing the Duke of Edinburgh Award who wish to gain volunteer experience may only work in the shops (with the respective Shop Manager's agreement). These students may be under the "minimum school leaving age".

I would like a reference for my volunteering, is this possible?

Yes, we write references to volunteers who have actively volunteered with us for six months (minimum of 26 shifts). All references are written out to the concerned party directly and not to the individual volunteer or 'To whom it may concern'. The reference will go directly from us to the party concerned i.e. College, Employer.

Roles can either be at St Luke's Hospice, St Luke's House or Dove Cottage, Billericay.

Thank you for being interested in the Hospice, if you have any further questions, please speak to the Volunteer Co-ordinator on 01268 524973

Ext 250.