

VOLUNTEER ROLES WITHIN ST. LUKE'S

- ☺ IPU (In-Patient Unit)
- ☺ COMPLEMENTARY THERAPY
- ☺ RECEPTION
- ☺ ADMIN (Day Hospice/IPU Clerks)
- ☺ Hospice Community Services
- ☺ DAY HOSPICE
- ☺ ST LUKES HOUSE
- ☺ DRIVING
- ☺ KITCHEN

(All of the **above** areas will require you to attend the Patient Contact Course)

- ☺ FUNDRAISING
- ☺ KITCHEN (No patient contact)
- ☺ GARDENING
- ☺ ADMIN
- ☺ LIBRARY
- ☺ HOUSEKEEPING

IN PATIENT UNIT

Choice of 3 SHIFTS – 9am – 1pm, 1pm – 5pm, OR 5pm – 9pm (Needed 7 days per week)
Volunteers are needed to assist our nursing Auxiliaries in tasks such as making beds, keeping bedrooms clean and tidy, restocking bedrooms with items required, arranging flowers and generally help to make patients stay in the hospice comfortable. There may be occasional trips to the Hospital for notes, blood test etc.

DAY HOSPICE – Weekdays only.

Either 9am – 1pm OR 9am – 4pm OR 1pm TO 4pm. (Patients here from 10am to 3.30pm).
Your help is needed to get the Day Hospice ready for patients, this includes assisting with general tidying, cleaning and routine tasks as required make their breakfast, help with patients' activities. Prepare for lunch, help dish dinners, arrange games, e.g. bingo.
Prepare/serve afternoon tea. Tidy and prepare for following day.

DRIVING PATIENTS TO AND FROM DAY HOSPICE – Weekdays only

Bring a Patient into Day Care for 10am and then come to take them home again at 3.30pm
Expenses of 35p per mile are paid. Your insurance company need only be Informed - no extra insurance is necessary.
All drivers arranged by Jayne Pierce, the Driver Co-ordinator.

KITCHEN

Choice of am or pm shift. General kitchen duties, prepare trays for patients, and dining room. Weekends also needed.

ADMIN/CLERICAL/I.T.

Varied roles throughout the Hospice and at St Lukes House.

RECEPTION

Choice of 3 SHIFTS:- 9am – 1pm, 1pm – 5pm, OR 5pm – 9pm.
General Reception duties during office hours (two Volunteers per shift). Evenings and weekends – less busy – only one Volunteer needed per shift. Customer Care important as Reception is the first contact visitors have with St. Luke's. The role of the Receptionist is to greet all visitors in a professional and friendly manner with a welcoming smile and friendly word. The manning of the switchboard to receive calls and the recording and delivering of messages to relevant departments.

FUNDRAISING

Along with our obvious need for help at Fundraising events, there is a need for Administrative Assistance in our Fundraising Office. This may include helping on one of their many projects, the details of which will be explained by our Head of Revenue Services, if interested. Also, someone with secretarial skills would be welcome, in addition to someone with a car for various collections. Our Fundraising Team work out of Astra House, Laindon Industrial Park (near Toomey Clock) and are not on the Hospice premises

LIBRARY

Two hour sessions in our Educational Library. Part of a team, but often working alone.

GARDENING – We need Volunteers with a small amount of gardening expertise.

ST LUKE'S HOUSE.

- **Information Service Volunteers (ISV)** – Volunteers are needed to provide information and support to people that access the Infospace at Basildon Hospital. No previous experience needed as full training will be given. We are particularly looking for people with good communication skills and who are able to show empathy, as well as the personal resources to work independently.
- **Information and Wellbeing Volunteers (IWBV)** – Volunteers will work alongside the Information and Wellbeing Facilitators to provide a community based home visiting service to support individuals newly diagnosed with cancer, who are vulnerable and isolated. No previous experience needed as full training will be given. We are particularly looking for people with good communication skills and who are able to show empathy, as well as the personal resources to work independently. Car driver essential.
- **Carers Support Volunteers** – Providing Support to a carer of someone who has an advanced illness such as sitting with the ill person while the carer pops out.

CHARITY SHOPS

Our charity shops urgently require volunteers to assist the shop manager with sorting, pricing and selling of donated goods. The goods vary from clothing, bric-a-brac, furniture and other saleable items. The volunteers work together in a friendly environment with emphasis on good presentation with a welcoming smile for our customers.

WAREHOUSE

St Luke's has a large warehouse where donated items are sorted and graded. Together with a team of volunteers in a friendly atmosphere these tasks are carried out, ready for our drivers to distribute them in our 10 shops.

This is list is not exhaustive but gives you a good idea of all the types of volunteering skills we need in order to run the Hospice.