

End Of Life Care Helper (EOLCH)

Why we want you

The End of Life Care role is a service provided by volunteers who offer one to one companionship and support to people who are spending their last days of life in our hospital. You will be based in the Palliative Care team at the Hillingdon Hospital.

Helper volunteers provide companionship and emotional support, practical support, signposting and information to the patient and their families.

Regular shifts by appointment for a period of at least 1 Year – in order to allow time to embed training.

How often: approximately 2hrs per week.

Practical considerations: volunteers must be aged over 18.

What you will be doing

- Reporting to the Ward Sister/ Nurse in Charge on arrival.
- Provide one-to-one companionship and support at the bedside of the person who is dying.
- Offer a listening ear and spend time in engaging in conversation if the person is well enough maybe reading a book or newspaper, looking at photographs, helping them with a phone or internet, watching a film or listening to a radio programme making a cup of tea or helping them with a snack. This allows families to have a short break themselves, or pop down to the shop or canteen.
- After every visit you will communicate the details of the support you have offered to the End of Life Care facilitator who in term will support you in any challenges you have faced.
- You will work closely with the End of Life Care Facilitator who is a trained palliative Care Nurse.
- We will provide all the relevant training you need for the role.
- After a period of time in this role there will be an opportunity to attend more courses which will enhance the support you give.
- The role description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.
- You will receive a full induction when you start.

The skills you need

- To have excellent listening skills, be empathetic and non-judgemental.
- Patience, empathy and emotional stability.
- Willing to treat all people with politeness, dignity and respect.
- Ability to operate within the boundaries of the role.
- Understanding the importance of confidentiality and following procedures.
- A friendly and sensitive approach.
- Willingness to be flexible to the needs of the individual.
- Commitment and reliability.

What's in it for you

- Satisfaction of assisting others and providing an invaluable service to the Trust and community.
- An opportunity to develop personal skills and experience.
- An opportunity to share your own skills and experiences.
- Insight into the workings of a hospital.

Disclaimer

Boundaries of the role:

- Volunteers are not involved in any clinical duties or the manual handling of patients.
- Volunteers must not provide any assisted feeding to patients unless they have attended the specific training.
- Volunteers must not take patients bank cards to take out money or pay for goods on their behalf.
- Patients can only be taken off the ward/hospital site with the permission of the nurse in charge and after completion of a risk assessment e.g. inpatients being accompanied outside/to the shops or escorting out-patients home.
- Patients can be taken in wheelchairs after volunteers have had wheelchair training.
- Volunteers must not give out personal contact details (phone numbers, social media, email etc).

Please note:

If you do not meet the requirements for the role or have specific registration where required then your application will be automatically rejected.

Check that the information you provide is accurate. Appointment to any position is conditional on the satisfactory completion of the core NHS Employment Checks Standards, including where appropriate, safeguarding children and vulnerable adults.

Information disclosed in your application will be checked and any offer of appointment may be withdrawn if you knowingly withhold or conceal information or provide false or misleading information. Furthermore, your volunteer role may be terminated should any information subsequently come to light which should have been disclosed in the course of your application.

Immigration Status: as an employer, we have responsibilities under the Immigration, Asylum and Nationality Act 2006 not to employ individuals who are subject to immigration control.

You need to fully complete your mandatory training and relevant hospital policies including: Infection Control, Health & Safety, Fire Safety, Security, Confidentiality and others as required. We have a requirement to stop people volunteering if they are not compliant. Training, guidance and induction to be provided via e-learning or virtual technology where possible.

You must follow our CARES values through your volunteering role at The Hillingdon NHS Foundation Trust: Communication Attitude Responsibility Equity Safety COVID-19 Guidance.

All volunteers must take a lateral flow test before coming into the hospitals. You must be made aware of the need to stop volunteering should you feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms.

To apply for this role

An H4ALL application form MUST be completed.

To obtain an application form:

Visit www.h4all.org.uk and download or print an application form

Or

Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post

Send your fully completed application form by:

Email to volunteerhub@h4all.org.uk

Or

Post to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ