

Volunteer Role Description

Volunteer Role	IPU Hospitality
Volunteer Manager	Senior Ward Administrator
Where you will be based	Rowcroft Hospice Inpatient Unit

Role summary

We aim to make every day the best day possible for our patients and their families here in South Devon. You will be volunteering on the wards serving meals and refreshments to our patients and visitors. Ensuring that our patients eat and drink well, and that visitors feel welcome is all part of Rowcroft's holistic approach and you will play a critical part in this. No experience is required.

What you may be doing

- ✓ Prepare the hospitality trolley with hot drinks, biscuits etc. and serve patients and visitors on the ward.
- ✓ Assist the catering staff to serve meals depending on timing of your shift.
- ✓ Chat with patients and visitors as appropriate.
- ✓ Help create a social atmosphere to encourage eating and drinking.
- ✓ Help ensure adherence to current infection prevention guidelines.

This role will suit you if you

- Are friendly, positive and approachable.
- Can volunteer unsupervised (but with access to staff at all times).
- Are assertive, reliable and punctual.
- Enjoy meeting and dealing with the general public.
- Can respect confidentiality.
- Are comfortable dealing with people who may be in distress or severely ill.
- Can be flexible and open to change.

This role could bring you

- Satisfaction through giving something back.
- New skills and greater employability.
- More confidence.

All Rowcroft volunteers will be asked to

- Attend a Welcome Day to learn more about the hospice and where your role fits.
- Respect and uphold Rowcroft's values of: Honesty & Integrity; Generosity of Spirit; Respect; and being a Team Player.
- Act according to our policies, practices and procedures as shared during your induction and any updates.
- Complete any training and update sessions required for your role.