


Macmillan Unit Volunteer Task Description

Your role:	Community Companion
Function:	Palliative Care Team
Business Unit:	Christchurch Hospital - Macmillan Charity
Location/Where based:	Christchurch Hospital
Reports to:	Volunteer Coordinator / Palliative Care Sisters / Senior Volunteer
Purpose of the role:	You will support patients who have a terminal diagnosis as a Companion within their own home. Tasks, agreed in advance, will vary. The aim of being to support them emotionally through a difficult time.
What we are working towards 	<p>Hospital Vision and Aspiration – To be the most improved hospital in the UK by 2017</p> <p>Hospital Mission – Providing the excellent care we would expect for our own families</p> <ul style="list-style-type: none"> • Putting patients at the heart of everything we do • Working together to improve care • Being responsive to patients' individual needs <p>Values: Communicate – Teamwork – Pride - Improve</p>
What you may be asked to do	<p>The following is a guideline to what you may be asked to support a patient with.</p> <ul style="list-style-type: none"> • Listening and chatting with the patient in the home, talking through concerns/issues. Responding to concerns where appropriate. • Signposting to appropriate services where applicable • Providing companionship. • Accompanying client outside of the home with practical tasks such as taking them shopping • Support with paperwork • Accompanying to appointments. • Encouraging social interaction and if necessary go with them to the first meeting • Help patient prepare to come into hospital by packing their bag
Training offered:	Hospital Induction Companion training Other modules as considered appropriate for the role
Skills and Qualities	Please see the person specification on page 2.
Time commitment:	Regular visit of up to 2 hours per patient depending on your availability. Participation in peer group support
CQC OUTCOMES	Volunteers are contributing towards our CQC Outcomes through Outcome , Safeguarding, Outcome 8 infection control, Outcome 21 maintaining record of visits and reporting back accurate information

PERSON SPECIFICATION FOR COMMUNITY COMPANION

The following is an indication of the qualities and skills we feel would ideally suit this role however life's experience can sometimes be more valuable.

When applying for the role please try to evidence how your experience could transfer into this role.

Skills and qualities	
To have a mature attitude to life	E
To be caring and empathetic	E
To be a good listener	E
To have good communication skills	E
To maintain confidentiality	E
To be reliable	E
To be non-judgmental	E
To be able to work within boundaries and in accordance with the NHS policies and procedures	E
To have some previous experience of helping people who are facing problems	D
To have sound written skills for families who may need help with form filling and letter writing	D
To have some experience of researching information on the internet	D
To be flexible and respond to the needs of the patient, within the requirements of the referral and boundaries	E
To have access to a car and be able to take patients out for social activities	D
To be able to use and provide guidance in the use of social media such as facebook	D