

Volunteer role description

This is an outline of what your role will involve – you will have the opportunity to discuss this in more detail at your recruitment meeting.

| Role Title | |
|------------------------------|------------------------------------|
| Marie Curie Helper Volunteer | |
| Location | How often |
| Community based | Approximately three hours per week |
| How long | Minimum age |
| Minimum of 12 months | 18 years |
| Disclosure checks | Is driving essential for the role? |
| Yes | No – is an advantage |

Why we need your help

The Marie Curie Helper is a professional service provided by trained volunteers who offer one-to-one companionship and support to people with a terminal illness and their families. The service would not be able to reach those most in need if it was not for the commitment and hard work of the volunteers delivering the service.

Helper volunteers provide companionship and emotional support, practical support, short breaks for carers and help with signposting for information and support.

What we need you to do

Your role will include some of, but is not restricted to, the following tasks:

- Carry out weekly visits with the person(s) you're supporting, as agreed with the Volunteer Co-ordinator. This could be in a variety of settings, eg family home, a care home or in the community.
- Provide one-to-one companionship and support.
For example: offering a listening ear and spending time engaging in every-day conversation, activities or hobbies with the person you are supporting. Driving clients to pre-arranged health or social care (e.g. to medical appointments) or taking short trips out. Helping with small, daily tasks, e.g. making tea or accessing the internet. Allowing carers to have a short break. You may be supporting your client's family or carers before or during bereavement. This may involve offering emotional support, signposting to relevant local support services or finding out information as requested

(This is only an outline as support will vary according to individual needs. Helper volunteers do not provide nursing or personal care, or offer counselling or advice)

- Keep your manager informed of any changes to the situation, or any significant happenings in connection to the person you're supporting and/or their family, either in person or by phone
- Submit regular visit reports to your manager and update relevant computer systems as required
- Be reliable and committed to regularly spending time with someone and offering support
- Attend individual sessions with your Volunteer Co-ordinator, training and group events as required
- Represent the Marie Curie Helper service positively to those using the service

What skills or experience do you need?

- Commitment and reliability - able to keep appointments and volunteer for about 3 hours a week
- Patience, empathy and emotional stability
- An understanding of the importance of confidentiality
- Respect for an individual's privacy, dignity and independence
- Willing to be flexible to the needs of the individual
- Ability to operate within the boundaries of the role
- A friendly and sensitive approach with strong skills around building rapport and empathy
- Excellent listening skills and an ability to build a rapport with others
- Respect for individuals, regardless of their disability, ethnicity, marital status, pregnancy or maternity, gender, sexual orientation, religion or faith, or gender reassignment

What we can offer you:

- An excellent opportunity to gain experience in a charity environment
- An induction, initial and ongoing training, support and supervision in your role
- Agreed reasonable out-of-pocket expenses

What we ask of you:

- To provide two references from non-family members and other relevant documents related to the role – this role will require a disclosure check
- To provide us with details which ensure you can abide by our lone working procedure
- To keep to all the charity's policies and guidelines
- To complete an induction and any training related to the role

Marie Curie is committed to safeguarding and promoting the welfare of patients and their families and expects all staff and volunteers to share this commitment. Marie Curie will treat all volunteers fairly and with respect. We will not discriminate on the basis of disability, ethnicity, marital status, pregnancy or maternity, sex (i.e. gender), sexual orientation, religion or faith, or gender reassignment. We will not discriminate on the basis of age, unless the responsibilities of a role require us to do so in order to safeguard our volunteers and/or service users.

For more information or if you have any questions regarding this volunteer role, please contact the Volunteering Operations Centre on volunteering@mariecurie.org.uk or on **0800 304 7032**.

For internal use only

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