

# BEFRIENDING VOLUNTEER

**LINE MANAGER:** Bereavement Coordinator

**LOCATION:** St Luke's Hospice, Turnchapel

## DESCRIPTION OF ACTIVITIES

Volunteers make a valuable contribution in supporting the St Luke's Community Team in giving practical assistance and companionship to patients.

It is a requirement that every Befriending Volunteer undertakes the St Luke's Hospice training course under direction from the coordinator. The course covers many different aspects of Palliative care and helps to prepare the volunteer to undertake duties as a Befriending Volunteer.

The role of the Befriending Volunteer is to provide social support to patients. The tasks in which the Befriending Volunteer may become involved are:

- Listening empathetically to the patient.
  - Sitting with the patient.
  - Taking the patient shopping, to the library, bank.
  - Taking the patient to and from hospital appointments.
  - Taking the patient out for a trip, to the pub.
  - Walking the dog.
  - Preparing light snacks e.g. toast, tea.
- It is a requirement that all Befriending Volunteers attend 6-weekly support meetings in order to keep SLH staff updated on their patient and to obtain any necessary support or guidance.

**St Luke's Volunteer Services**

**Tel: 01752 401172 • Email: [volunteer@stlukes-hospice.org.uk](mailto:volunteer@stlukes-hospice.org.uk)**

**[www.stlukes-hospice.org.uk](http://www.stlukes-hospice.org.uk)**

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- To inform the appropriate nurse of any concerns about the patient or carer that they need to know. If the matter is not urgent then it should be raised at the next Supervision session.
- To attend any relevant training that is offered.
- Volunteers need to maintain a confidential personal written record. It should include any changes since the last visit, worries or problems, other information, how you have helped and accidents, however small. These reports should be submitted at the 6 weekly support meetings.
- In an extreme emergency the GP or ambulance service should be contacted.

Please Remember:

- Do not smoke in a patient's home.
- Do not accept money or large gifts from the patient.
- You are a guest in the patient's home.
- To report any incidents or accidents (however small) to the coordinator or lead manager for psycho-social care.

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