

Volunteer Profile

Volunteer Role – In-Patient Unit - Butterfly Hospice

Title: IPU Hospitality Volunteer
Reports to: IPU Nurse in charge
Based at: The Butterfly Hospice, Rowan Way, Boston
Role days: Monday – Sunday (7 days)
Hours: 9.00am – 1.00pm, 13.00pm – 5.00pm



Why we need you

As part of the hospitality team you will work alongside the nursing team to support them in providing a high quality patient service. You will play a vital role in the food and drinks service provided to our patients, as well as helping deliver some of the 'personal' touches that make Hospice care so special.

What will I be doing? The role will involve attending a handover from the nursing team

- Initial preparation for patient food service, handing out menus and taking patient food orders
- Serving patient meals and drinks whilst providing excellent customer service and being respectful of patients' needs
- Clearing and collection of used crockery and cutlery, replenishment of patient water jugs
- Talking to patients, sitting with patients and providing support as necessary

This list of duties is not exhaustive and may be subject to alteration following appropriate consultation between the volunteer and the Ward Sister

Skills & Qualities – will the role suit me?

- Yes, if you are conscientious and committed to providing a high quality service
- Positive with a professional attitude, pleasant and approachable
- Experienced in working in a healthcare setting (this would be advantageous but is not essential)
- You will be flexible and accepting and adaptable to change
- Yes, if you are compassionate and caring and respectful of others and their diversity

How much time do I need to commit?

Ideally we would like you to commit to at least one shift a week between the hours stated

What support will I be given?

You will be given ongoing support and guidance by the lead nurse and other members of the nursing team. As part of your commitment to volunteering with Butterfly Hospice, you will be expected to participate in our mandatory Induction process and undertake training that is relevant to the role e.g. level 1 Food Safety.

What benefits can I expect?

- The opportunity to make a difference and support your local community
- The chance to develop new skills and be part of a professional team whilst contributing to a very worthwhile cause

How do I apply?

Contact the Volunteer Bureau on 01205 311222. You will be asked to complete a registration form, provide two references and to attend an informal interview. An enhanced Disclosure & Barring Service check will be required for this role.