

Volunteer Role Profile

Volunteer Role	Oncology Day Unit Support Volunteer
Volunteer Manager	Volunteer Coordinator
Where you will be based	Hospital

Why we want you

The Oncology Day Unit Support Volunteer will support patients at the Chemotherapy Day Case Unit at Eccleshill, providing a warm and friendly welcome to the unit. The volunteer will give their time to patients as they undergo cancer treatment, listening and talking to them. There will also be an opportunity to help with refreshments and provide holistic treatments such as hand massage and nail painting.

The volunteer will also have the opportunity to support clinical staff by weighing patients upon entering the clinic (with additional training) and assisting with conditioning hair before Cold Caps are placed on patients' head.

The volunteer may support the clinical staff by assisting in the stocking of trollies and equipment throughout the day, whilst supporting the team by putting together cancer patient information packs, ensuring these are update and well stocked.

This is a fantastic opportunity to make a difference to the experience of those patients who are already going through an anxious time. The volunteer must be able to show compassion and empathy but also be aware of their own limits and when to escalate to clinical members of the team.

This role may involve the collection of feedback from patients.

What you will be doing

- To listen and talk to patients whilst they are having their cancer treatment
- To guide patients to the correct areas they need to access
- To support with the distribution of meals and drinks as required
- To support the clinical staff with weighing patients on arrival at their appointment (additional training required)
- Where appropriate and skilled, the ability to offer various holistic treatments such as hand massage/nail painting to patients
- To support staff by assisting with the conditioning of patient's hair before cold caps are put in place (additional training required)
- To support the preparation of cancer information packs
- To help restock equipment trollies throughout the day
- Support staff with gathering feedback from patients where required

The skills you need

- Desirable - Previous experience and relevant qualification in holistic therapies
- Relate to people in a polite, friendly and courteous manner
- Able to demonstrate empathy and compassion
- Excellent communication skills
- Ability to respect confidentiality
- Punctual and reliable
- Ability to be calm in the face of difficult situations.
- Well presented, with a friendly and approachable manner
- Willingness to be flexible and to follow the guidance of the Supervisor
- Ability to manage own time effectively
- Willing to use Assemble, the Volunteer Management Database
- Compliance with the Trusts Volunteer Policy and the Volunteer Handbook
- A commitment to uphold the Trusts Values
- A commitment to uphold the Trusts Equality and Diversity Policy
- Ability to recognise own limits

What's in it for you

- All training is provided by Bradford Teaching Hospitals NHS Foundation Trust
- The opportunity to gain the National Volunteer Certificate
- Excellent volunteer support
- Out of pocket expenses paid
- NHS ID provided
- Gain new skills and experience

Disclaimer

Volunteers CANNOT be involved in any of the following:

- Clinical or medical treatments of any kind
- Psychological interventions
- Clinical advice
- Moving or handling of patients
- Personal care activities including toileting and bathing
- Escorting patients off hospital premises
- Lifting or handling of heavy equipment
- Undertake any role outside of their volunteer role without checking first with their volunteer coordinator

Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff. If a patient or carer discloses information relevant to



their condition, the volunteer should direct the patient or carer to speak to the supervisor in charge.

Please note: The work of volunteers will complement and not supplement that of paid employees of the Trust.