



Volunteer Role Description

NCIC patient facing volunteer: Chaplaincy

What is the purpose of the role?

The volunteer may be required to visit patients, relatives and staff in a designated ward or department or to assist in the staffing of the pastoral care table in the atrium, and be willing to engage in conversation, assist where needed, listen to patient/staff as they share their stories and simply be there for those who need company. They will offer appropriate patient-led spiritual, and where appropriate religious, care and raise awareness of the work of the Chaplaincy Department. This service is offered Monday to Friday and Sunday.

What tasks can this role include?

- Respectfully approaching patients and introducing yourself and your role
- Listening to patient or carers' stories
- Promoting the work of the Chaplaincy in general
- Building up a rapport with patients, staff and visitors,
- Praying with a patient if they request it or finding someone who could
- Referring the patient to the Chaplain for further pastoral care if required
- Some volunteers take Holy Communion to the bedside, if they are licenced to do so by their own denomination
- Joining in Team discussions and training as required.

This might be the role for you if:

- You are confident enough to talk to patients, visitors and staff

- You are willing to be a “friendly face” with a sympathetic manner
- You have a good sense of discretion and willingness to help
- You enjoy chatting with people and putting them at ease
- You have excellent listening skills
- You are empathetic, non-judgemental and inclusive
- You are respected and trusted within a faith community and are confident in your own personal journey of faith
- You are comfortable praying with a patient of any Christian denomination, or would fetch someone who could, and respectful of those with other faiths, or of no faith.
- You understand that you must not proselytise, as people are vulnerable in hospital
- You can offer one morning, afternoon or evening per week

What skills, knowledge and experience might you gain through this role?

- Confidence and increased knowledge of the different wards and departments
- Social skills and inter-personal skills
- An awareness and understanding of spiritual and religious needs within a healthcare setting

What are the benefits to you?

- An opportunity to gain experience of a hospital setting
- An opportunity to serve your local hospital and community
- Develop your skills and experience
- Personal growth in your own journey of faith
- A flexible role which can fit around your existing commitments

What are the benefits to our organisation?

- Improved patient/families experience within our hospitals
- Regular feedback to Chaplains of the day to day situation on each Ward enabling prompt response when required

- The team of Chaplaincy volunteers enhance spiritual and pastoral care in the Trust.

What support and training will be provided?

- Full Volunteer Recruitment Process
- Volunteer Induction training
- Specific training for the role
- Regular and on-going support from a named member of staff
- On-going and regular training as the role requires
- Out of pocket expenses are reimbursed in accordance with North Cumbria Integrated Care NHS Foundation Trust Volunteering Policy

A volunteer is a valued member of North Cumbria Integrated Care NHS Foundation Trust and it is expected that volunteers will:

- Volunteers are expected to abide by the Trust values whilst volunteering for the Trust: Kindness, Respect, Ambition and Collaboration.
- Volunteer within the guidelines agreed by the named staff members for the placement.
- To carry out their duties with consideration and respect to all patients, staff, and the general public at all times.
- To maintain confidentiality at all times, whilst on placement and once the placement is complete. Confidentiality applies other than awareness of a safeguarding issue which must be reported, in confidence, to the Volunteer Lead only. Training will be given.
- To maintain good standards of communication with patient, staff and the general public at all times
- To comply with the Trust's Health & Safety Policy and other policies provided to the volunteer at the commencement of their placement.
- To attend all training deemed by the Trust to be essential to the volunteering role, in a timely manner.

Health and Safety

Your safety is our priority. The majority of tasks can be undertaken while social distancing and volunteers will receive guidance and support.

A DBS check at an enhanced level is required for this role