

Volunteer Role Description

Role Title: Spiritual Care Volunteer

Outline of the role:

The Spiritual Care Department deliver the following services for patients, relatives and staff in a cross faith manner or non-faith manner: Bedside visits, Regular Religious Services, Counselling, Prayer before procedures, Funeral Services, Marriages, Sacraments, Bereavement Services and Baptisms.

We aim to keep the dept a friendly and welcoming environment and are looking for people who can add to that. The dept is a very busy unit, with chaplains working on the wards and out in the community. We are looking for volunteers to help us to ensure that everyone who comes to the dept is made to feel welcome and listened to.

Our volunteers support the work of the chaplain by assisting patients when coming to services, during the services, in returning to the wards after services and befriending patients as directed by the Chaplain. (Chaplains are healthcare professionals who have skills to help patients when they have spirituality problems and are cross faith not denominational).

Main duties include:

- To assist Chaplain in bringing patients safely to Hospital Services
- To care for the needs of patients during the Services
- To assist the chaplain in the safe return of patients to the correct ward in a timely manner.
- To take part in the services as agreed with Chaplain
- To visit patients in hospital on a befriending basis as directed by the Chaplain
- To report to the Chaplain on visits to patients.
- To bring to the Chaplains attention any Spiritual needs identified during such visits.

You may also like to take part in Services. Some volunteers may have skills such as singing or being able to play musical instruments, which would be an asset to the department during the conducting of services. Such skills would only be used by agreement between the individual volunteer and the Chaplain beforehand.

From time to time there may be a requirement for volunteers to do tasks other than those stated above. These will always be agreed by volunteer and the Chaplain beforehand.

Skills, Attitudes and Experience needed:

- The volunteer will require a reasonable degree of fitness if involved in the movement of patients. Befriending patients requires a lower degree of fitness.
- Due to the nature of the role, volunteers should expect a degree of emotional effort to be required especially at times when they are dealing with patients who are very ill.
- You will need to be confident, friendly and approachable.
- Having good communication skills (verbal and written) and an ability to deal with the public, patients and families in a sensitive and professional manner is important.
- Ability to work as part of a team.
- Maintaining confidentiality, this involves taking the necessary precautions when transmitting information, only disclosing it to those who have a right and need to know it.
- Complying with Board health and safety policies, procedures and participating in mandatory training.
- Maintaining a safe working environment and reporting any issues of concern as appropriate.
- Ensure own actions support Equality, Diversity and Rights



NHS Western Isles will provide volunteers with:

- Induction, training and support, e.g. to raise awareness of 'How the organisation works'.
- Explanations of the standards we expect volunteers to adhere to.
- Provide a named person to support. and be available to discuss the volunteer role and any successes or problems.
- A volunteering role that engages your skills, interests and experience.
- Access to information about NHS Western Isles, its history, policies and purpose.
- Out of pocket expenses in line with CEL 23 (2011)
- Insurance
- Subsidised facilities, at staff rates where available;
- Recognition for your service and performance.
- Access to a reference and awards for volunteering i.e. Saltire Award
- A volunteer uniform, identification and access badges where appropriate.
- Opportunity to learn new skills
- Opportunity to meet new people
- Sense of involvement
- Opportunity to make a difference/Help others and enhance their local area

And ensure that Volunteers are:

- Listened to and taken seriously, in the same way as staff
- Able to say no or negotiate tasks and responsibilities
- Able to volunteer in safe premises with safe conditions
- Kept informed about changes within the Board
- Supported in their role

Where: Services are held in the Religious and Quiet Room in the Western Isles Hospital, Stornoway

When: Religious Services in the Western Isles Hospital are held on Sundays at 11am. Volunteers would need to be available between 10.45 and 11.45 preferably at least one Sunday a month.

Support: Chaplain – TK Shadakshari 704704 ext 2408

Any questions: Who can the volunteer get in touch with if they still have question?

Interested? For more information about this or any other volunteer role within the NHS Western Isles contact the Volunteer Services Co-ordinator on 01851 704704 ext 2408