



Wellbeing Centre Volunteer Role Profile

Title:	Wellbeing Centre Volunteer
Department:	Wellbeing Services
Reports to:	Nurse Lead / Head of Wellbeing
Responsible to:	Nurse Lead /Head of Wellbeing
Aim of role:	To support the delivery of sessions sited at Longfield and offsite
Availability & Time commitment:	Up to 3 hours per session (when involved in a group). Groups are planned to be 2 hours long and allows for time before and after the group for handover and de brief.

Volunteer tasks and activities

- To help welcome attendees at Longfield’s Wellbeing sessions and complete a register so that Wellbeing coordinators can log those who have attended.
- To feedback if anyone reports being unable to attend subsequent sessions along with reason (such as medical appointment)
- To participate in the sessions, chatting with attendees as required, being sensitive to their needs, taking part in the delivery of the session
- To check that there are refreshments available and assist anyone who needs help with accessing them. Following the session to take responsibility for clearing away and wiping down key touch points of furniture.
- To ensure that you are able to direct attendees regarding the best route to access toilets, this may change if there are events on, or if an attendee requires more disable friendly toilets.
- To inform the group leader of any concerns/enquiry’s attendees make that they feel unable to respond to, and where appropriate inform a member of the Wellbeing Team to be passed on
- To relay any verbal comments/feedback given about events to group leader
- To assist our Wellbeing facilitator with any tasks that they request during the session

Person Specification

	Essential	Desirable
Training & Qualifications	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None
Skills & personal qualities	<ul style="list-style-type: none"> • Good listening & communication skills • Proactive in contribution and assistance of delivery of group topics • Reasonable level of fitness to be able to be up and about and helping people in and out of chairs • Able to listen & be alongside people without trying to find solutions or offer advice • Calm, approachable manner • Good observational skills • Have an awareness of own capabilities and a willingness to seek and receive guidance and feedback from Wellbeing team 	
Personal Attributes	<ul style="list-style-type: none"> • Available for a series of sessions each week or alternate weeks if sharing responsibility with another volunteer • Able to attend occasional Wellbeing Team planning and/or review meetings • To report any concerns/difficulties encountered to a member of staff • To advise of any health issues, illness or planned absence that may prevent you taking part in the Wellbeing Groups • Willing to complete, or demonstrate evidence of completed mandatory training relevant to the role 	<ul style="list-style-type: none"> • Willingness to get involved in other events, for example one-off events to help promote Longfield services

Dress code	<ul style="list-style-type: none"> • Casual/ comfortable clothing and footwear appropriate to the role/weather. • A volunteer badge must be worn at all times when representing the hospice and adherence to infection, prevention and control measures. 	
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Selection process

- A completed application form
- Interested applicants will initially have a discussion with a member of the Wellbeing Team, to determine suitability for the role and availability.
- DBS approval.

Mandatory Training Requirements

- Introduction to Longfield (half –day workshop)
- Safeguarding adults (level 1) – e-learning
- Information governance – e-learning
- GDPR awareness – e-learning
- Other training if highlighted for role

Please note: due to the nature of the support we provide and the conversations you may have, we would advise that this position may be unsuitable for:

- Someone who is currently accessing services at Longfield
- Someone currently acting as main carer for someone at the end of life, (or has been in any of these situations in the last 12 months).

1/06/22