

Volunteer Role Description

Role: Inpatient Services (IPS) Assistant

Location: Thames Hospice, Windsor Road, Maidenhead, SL6 2DN

Hours: Shifts 9am-1pm / 12pm-4pm / 1pm-5pm / 5pm-7.30pm (Monday to Sunday)

Length of commitment: Ongoing

Volunteer Manager: IPS Reception & Volunteer Manager

Purpose of role

To support the clinical teams in ensuring that our patients and their families have the best possible experience of care.

Main tasks

- Greeting visitors and directing them where appropriate
- Making drinks for relatives or patients as requested by the nursing team
- Taking meals orders from patients and liaising with the clinical staff to ensure the right dietary requirements are accounted for
- Undertaking the afternoon tea round
- Helping to keep the kitchenette areas clean and tidy
- Providing company for patients if required
- Assisting with serving meals as directed by the clinical team
- Undertaking an evening drinks round as requested
- Taking the Activity Trolley to patients as requested
- Check the cupboards and fridges are well stocked, especially on the evening shift

Induction

- Minimum of 4 shadow shifts with experienced volunteer

In addition the following training and support will be given:

- eLearning
- Communication Skills training (optional)
- Regular Volunteer meetings

Special conditions

- For this role we require a satisfactory Enhanced with Barred List DBS Check (Adult & Child) before starting and on a rolling 3 year basis, this will be conducted by the Hospice unless you have an appropriate level check on the DBS Update Service.
- The role is also subject to satisfactory references and a trial period

Knowledge, skills and abilities required

- Engaging and open personality
- Enthusiastic, committed and able to use initiative
- Tactful
- Ability to cope with people in emotional distress
- Discretion
- Communication skills

Thames Hospice, Windsor Road, Maidenhead, SL6 2DN

Call 01753 842121

www.thameshospice.org.uk   

Thames Hospice is a company limited by guarantee. Company No 5316964. Registered in England and Wales.
Charity No 1108298. Registered address: As above.



Thames hospice

- Team working skills
- Experience in a similar role would be useful
- Organisation skills
- Ability to recognise and manage confidentiality issues

Thames Hospice Values

Compassion, Ambition, Respect, Excellence

Thames Hospice is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Thames Hospice is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.

Thames Hospice, Windsor Road, Maidenhead, SL6 2DN
Call 01753 842121

www.thameshospice.org.uk   

Thames Hospice is a company limited by guarantee. Company No 5316964. Registered in England and Wales.
Charity No 1108298. Registered address: As above.

