Volunteer Role Description

<table>
<thead>
<tr>
<th>Role</th>
<th>Housekeeper Volunteer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role summary</td>
<td>Being part of the Facilities Team that supports the Hospice by helping to keep the Hospice clean and tidy for families, guests and employees</td>
</tr>
<tr>
<td>Team role based in</td>
<td>Housekeeping with the Facilities Team</td>
</tr>
<tr>
<td>Time Commitment</td>
<td>We are looking for a time commitment of two/four hours once a week, Monday – Sunday</td>
</tr>
<tr>
<td>Location</td>
<td>You will be based at New Fair Havens Hospice, Westcliff</td>
</tr>
</tbody>
</table>
| What's in it for you? | • Named Volunteer Coordinator  
|               | • The opportunity to develop new and existing skills and make a key contribution to the work of the hospices  
|               | • Gaining hands on work experience within a professional organization  
|               | • The chance to be at the heart of your local community, meet new people and be part of an enthusiastic team  
|               | • Regular support / catch ups  
|               | • Agreed out of pocket travel expenses  
|               | • Certificate of Volunteering on request  |
| What will I be doing? | • Assisting with light housework, vacuum cleaning, general cleaning, laundry, ironing, changing beds, cleaning windows etc |
**Experience and qualifications**
- You will be able to communicate effectively, have good listening skills and an empathetic nature
- You will be able to work well within a team environment
- You will be willing to help with household tasks such as mentioned above
- You will be physically fit and active
- Understand and maintain confidentiality

**What you need to know**
- You will attend an informal interview. If you are successful, we will require
- two satisfactory references to be returned for you
- a satisfactory DBS check (police check) for certain roles
- you to complete some recruitment paperwork
- you to attend an induction session and any additional training relevant to the role
- you to adhere to all our current policies and procedures
- you to maintain dependable and regular communication
- Due to the nature of our work and our duty of care to our patients and volunteers, we do have a policy in place around people applying to volunteer, who have experienced a close bereavement. This is looked at on an individual basis and will be discussed at the informal interview
- There may be some contact with patients and their families

**Contact details**
Volunteer Services  
01702 426237  
volunteering@havenshospices.org.uk

Created October 2019