



Volunteer Occupational Therapy Assistant (OTA) Role Description

Saint Raphael's Hospice Mission Statement clearly states that we value the contribution made by each member of Staff and **Volunteer**. Without volunteers we would not be able to offer the high standard of service to our patients that we are able to offer at this time. Volunteers' contribution cannot be over emphasised.

ROLE PROFILE

Volunteer OTA support our patients and those important to them on our In-Patient Unit (IPU), in the community & St Raphael's Hospice Well Being Centre. The OTA offers assessment and recommendations for appropriate intervention of patients' needs with regard to Activities of Daily Living, management of symptoms and running groups in the Well Being Centre when required. The OTA liaises with all members of the multi-disciplinary teams including IPU, Community team & staff from the Well Being Centre. The OTA also liaises with relevant external agencies. Specialist skills are needed and a volunteer must have an ability to get on with people, be happy to chat and a desire to help. St Raphael's Hospice will provide a full induction to the role as well as regular support. As an OTA you will be sensitive to the needs of terminally ill patients and their families and have the time with them as directed by the OT Team Lead.

TIME COMMITMENT

The OTA volunteers for between 4-6 hours per week. They are given sufficient information in order to fulfil their role in a weekly handover with OT Team Lead.

SKILLS AND PERSONAL QUALITIES

- Have a genuine interest in other people and an understanding of palliative and end of life care.
- Be a good active listener and possess good communication skills
- Have a non-judgemental attitude and a sensitive empathic manner
- Enjoy working as a member of a team
- Be respectful and maintain confidentiality at all times both inside and outside the hospice
- Be resilient and have an ability to cope with an emotionally challenging environment
- Demonstrate commitment to our values and framework of behaviours

TASKS/ACTIVIITES

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Written by Gwyn Hawden : 02/11/2023
Next review due: 02/11/2024

Clinical:

- Face to face communication with patients and families involving initial assessment of needs, treatment plan and provision of equipment, advice & education which may involve visits to patients' home and liaise with other members of the OT team with regards delivery and collection of OT equipment.
- Run exercise, relaxation, walk and talk group as required at Well Being Centre.
- Liaise with appropriate clinical staff with regards OT assessment & intervention.
- Liaise with appropriate external agencies e.g. Social Services and other Community OT Teams in the boroughs of Sutton and Merton and Croydon Equipment Solutions.

Non-Clinical:

- Documentation on EMIS
- Referral to Croydon Equipment Solutions as required for the purposes of ordering equipment.
- Organisation and cleaning of equipment in OT stores and liaison with facilities re maintenance and servicing of equipment.
- Advice for non St Raphael's Hospice patients attending Well Being Centre re equipment provision.
- Ordering leaflets, brochures and information regarding equipment e.g. pendants and key safes.

DRESS CODE

Appropriate dress for the role to reflect the professional image of the hospice. A volunteer badge and access control pass must be worn.

VOLUNTEERS MUST NOT:

- Give out their personal details
- Give any medical or financial advice
- Witness any documents
- Administer medication

VOLUNTEER ARE EXPECTED TO

- Complete the St Raphael's mandatory training modules via Blue Stream Training appropriate to this role
- Attend any bespoke additional training sessions offered and support meetings
- Inform the hospice if there are any hazards or health or safety issues detected.
- Be familiar with the relevant policies needed for this role e.g. Infection Control, Information Governance, Problem solving Policy.
- Understand the boundaries of the role requesting assistance and advice where appropriate.

The Occupational Therapy Assistant Volunteer Role Description does not intend to cover all aspects of the role. There may be other duties you will be asked to perform. If any

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Volunteer is asked to perform a task about which they feel unhappy, they must feel free to say so.

The Volunteer Role is an integral part of the smooth running of the Hospice and we wish to thank you all for Volunteering.