# VOLUNTEER ROLE PROFILE

## In-patient Unit Host

**Role Summary:** Our 10 bed In-patient Unit (IPU) provides short-term care for Dorothy house patients. This may include respite, symptom-control or end of life care. IPU Hosts contribute to the quality of the patient’s experience by helping to ensure that they receive a good choice of enjoyable and nutritious meals. They support IPU staff and the Kitchen by liaising directly with the patient about their menu choices, serving food and collecting feedback. They also serve refreshments to patients and carers.

**Location:** Main Hospice site, Winsley, nr Bradford on Avon

**Hours:** Volunteers are asked to commit to a minimum of one shift per fortnight.
- 11.00 – 14.00 (lunch) or
- 17.00 – 20.00 (supper)

**Reporting to:** IPU Nurse in charge / Chef in charge

**Managed by:** Ward Manager / Ward Clerk

### Your role

- Help patients to make menu choices
- Prepare and serve refreshments (e.g. teas and coffees) to patients and visitors
- Serve Lunch / Supper to patients as directed by the chef
- Monitor what food and beverages the patients have consumed and fill in patient charts where appropriate
- Ask for patient’s feedback on the meal
- Spend time talking to patients and their visitors if appropriate and if time allows

### Your qualities

- Good communication skills
- Empathy & understanding
- Friendly and approachable
- Ability to work in a team
- Reliability
- Awareness of own needs in relation to support
Further information

- Training will take place 2pm to 4pm 22 March or 5pm to 7pm 23 March
- You will need to undertake a Disclosure and Barring Service check
- You will be expected to commit to volunteering on an ad hoc basis weekly/fortnightly; we are particularly seeking volunteers for Friday to Monday, although other days are occasionally available.

This role description will be reviewed periodically and may be amended according to the changing requirements of the department.