ROLE DESCRIPTION

ROLE TITLE: EVOLVE Volunteer

TEAM: Enablement

REPORTS TO: Evolve Project Lead

HOURS OF WORK: up to 4 hours per week

BASE: Community, predominantly providing support in the patient home

SUMMARY OF VOLUNTEER ROLE

Under the supervision and guidance of the EVOLVE Project Lead support patients with motor neurone disease and frontotemporal dementia to engage in meaningful activity at home, in the community and at LOROS. The role is varied and can involve supporting patients and families at the end of life.

Personal Qualities to fulfil role

• Flexible and adaptable to meet the needs of the patient and their carers/relative
• Good communicator and listener
• Team worker
• Honest and reliable
• Friendly
• Have the ability to deal with sensitive and distressing situations
• Confidence to support people in their own environment and community

Developments required to fulfill role

• 2 days of training (including LOROS mandatory training)
• DBS check
• 2 references

Key volunteer duties:

1. To visit patients in their own home for specified periods of time to offer respite/
support for carers or company for patients who live alone

2. To work towards pre-set goals as agreed with patient and carer

3. To offer companionship, emotional support and a listening ear

4. To support with hobbies and interests, possibly going out into the local community or accessing services at LOROS

5. To provide practical support such as making drinks and light meals

6. To provide practical support with shopping and light housework, if part of predefined goals

7. To provide minor assistance/supervision with personal care

8. If appropriate, escorting patients attending appointments can be considered

9. To liaise regularly with the EVOLVE project lead for the benefit of patients, carers and other members of the LOROS multidisciplinary team and outside agencies

10. Attend regular training updates and be prepared to participate in supervision sessions

**General Guidelines for volunteers**

1. All volunteers are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

2. All volunteers are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

3. All volunteers should be aware of and aim to contribute to LOROS’ Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

4. All volunteers will receive a handbook which outlines key information, it is the responsibility of the volunteer to read this book and sign to confirm.

5. In the event that a volunteer is unable to attend their allocated duty, they should contact the named staff member as soon as possible to notify absence.
6. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by the Hospice.

ROLE SPECIFIC GUIDELINES FOR VOLUNTEERS:

The service provided is tailored to meet the needs of the patient and their relatives/carer, as a volunteer there is requirement to adapt according to how the patient is feeling on the day.

Signed……………………………………………………………… Date…………………………………………
Volunteer

Signed……………………………………………………………… Date…………………………………………
Supervisor
VISION
(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for them and their loved ones.

MISSION
(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients’ physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

VALUES & BEHAVIOURS
(How we will strive to be)

PROFESSIONAL
in our attitude and everything we do

FOCUSED
on patients, families and carers whilst listening, learning and adapting to their diverse needs

COLLABORATIVE
in working together and with others

COMPASSIONATE
in providing care and responding sensitively to requests for support

TRUSTED
within our organisation and by our community

LOROS, Groby Road, Leicester, LE3 9QE
www.loros.co.uk
Registered Charity no. 506120
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<thead>
<tr>
<th><strong>KEY FACTS - JULY 2016</strong></th>
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<tr>
<td>No. of individuals receiving patient care from LOROS p.a.</td>
<td>&gt;2,500</td>
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<td>Of whom admitted to Inpatient Ward</td>
<td>590</td>
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<td>No. of beds in Inpatient Ward</td>
<td>31</td>
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<td>Average length of stay (days)</td>
<td>12</td>
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<td>No. of participants in LOROS educational activities p.a.</td>
<td>2,200</td>
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<td>No. of employees</td>
<td>330</td>
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<td>No. of regular volunteers</td>
<td>1,100</td>
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<td>Expenditure on patient care p.a.</td>
<td>£7.7M</td>
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<td>Minimum amount of income to be raised p.a.</td>
<td>£5.0M Excludes the activity of LOROS Education, which is a self-funding service.</td>
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<td>Portion of expenditure covered by NHS</td>
<td>1/3rd</td>
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<td>Portion of charity costs directed to care services</td>
<td>91%</td>
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<td>Cost per hour of running the charity</td>
<td>£870</td>
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<td>Cost per bed/day including “overheads”</td>
<td>£525</td>
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<td>Cost per attendance for Day Therapy</td>
<td>£240 Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.</td>
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<td>No. of LOROS Shops</td>
<td>28</td>
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<td>No. of LOROS lottery members</td>
<td>24,800</td>
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LOROS is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.

All money raised is spent locally in Leicester, Leicestershire & Rutland.