

## Opportunities:

### As a volunteer you can expect:

- An interesting and rewarding experience.
- An opportunity to work with the public, patients and their families.
- Attendance at our Welcome Day and training.
- Reimbursement of travelling and car parking expenses when required.
- To receive copies of our regular newsletter.
- An invitation to the Annual Long Service Awards Event.

Please do remember that volunteering requires a regular commitment.

Volunteer Application Forms can be downloaded for the Hospice Website:

[www.standrewshospice.com](http://www.standrewshospice.com)

### Becoming a St Andrews Hospice Volunteer.

Once we have received your completed application form you will be invited to attend an informal discussion about the type of role that will be of benefit to you and the Hospice.

With the exception of our Shops and Tea Bars, prior to commencing a volunteer role it is necessary to obtain suitable references and where appropriate a Disclosure and Barring (DBS) check. We ask that all of our Volunteers attend our Welcome Day Session.

All volunteers will be expected to respect the confidentiality of patients and their families and will be required to sign a declaration to this effect.

We are proud to hold an annual Hospice Event as a thank you to all volunteers as well as making presentations to those who have given outstanding and exceptional service for a number of years, in our Long Service Awards.

#### **St Andrews Hospice**

Peaks Lane, Grimsby DN32 9RP

Phone: (01472) 350908

Fax: (01472) 251765 General

Lottery Line: (01472) 352323

Registered charity No. 1011117

## Volunteering for St. Andrews Hospice



# Volunteering Opportunities

The work of St Andrews Hospice is supported by a valuable network of volunteers who provide a wide variety of support services which are vital to the ongoing success of the Hospice. If you are interested in volunteering for a few hours per week please contact the HR Team on (01472) 350908

## Our Volunteer Roles

**Adult and Children's Services:** As a Unit Support Volunteer you will work alongside staff, helping and supporting patients and their families who attend Day Therapy within both the Adult and Children's Function.

**Family Support:** Working alongside staff, our Family Support volunteers provide emotional support to patients and their families by assisting in and facilitating a variety of support groups within both Adult and Children's Services.

**Retail Collections Driving:** Our Collections Drivers pick up and deliver goods from and to the various retail locations including collections from the public and local businesses. Our Retail Collections Team is currently based at the Donations Centre in Grimsby.

**Household:** To assist the Household Team in undertaking light duties including vacuuming, cleaning and patient ironing.

**HR and Administration:** Within our admin department you will undertake a variety of tasks including: data input, answering telephones, general typing, filing, and helping with mailings to the public.

**Retail Shops:** The Hospice has a total of 12 shops in the community. Located in Grimsby; Immingham; Cleethorpes; Louth; Hull; Sutton on Sea; Sleaford & Skegness. Each of our Retail Outlets raises a vast amount of money from goods donated by local people and families.

**Onsite Store:** Our new store located on the Hospice site, offers items including records, books and a range of gifts. All of our Retail Volunteers assist in sales, merchandising and stock allocation whilst maintaining excellent customer service.

**Facilities and Gardening:** Our onsite team maintains the new courtyard gardens within the Hospice grounds. We are always in need of experienced gardeners, maintenance and facilities volunteers.

**Income Generation & Marketing:** Raising funds for the Hospice is a never-ending challenge which means the Income Generation Team always needs assistance in a variety of ways. From store collections to representation at local events, and taking part in our many fundraising promotions throughout the year.

**Therapeutic Activities:** Our team helps facilitate creative and social activities for our patients and their families in one-to-one, family and group work settings. If you have creative flair, we would welcome your support.

**Tea Bar:** We operate 2 Tea Bars at the Magistrates Court in Hull & the Pilgrim Primary Care Centre in Immingham. We serve light snacks and drinks 5 days a week.

**Servery & Catering:** our onsite servery team work within the Hub, serving patients, visitors and the public a wide range of light snacks, refreshments and home cooked meals. Training in Basic Food Hygiene is provided for all catering and tea bar volunteers.

**Reception:** As part of the reception team, you will be the first point of contact for all callers to the Hospice; you are required to provide a professional approach to assist the smooth running of the Hospice by answering calls and greeting all visitors. All Hospice receptionists are trained in our new phone system and basic IT skills.

If you have any comments or suggestions regarding this booklet or you would like the information in another format or language please contact:

**The HR Team**  
**St Andrews Hospice**  
[sahrteam@nhs.net](mailto:sahrteam@nhs.net)

Peaks Lane, Grimsby DN32 9RP  
[www.standrewshospice.com](http://www.standrewshospice.com)

OUR VOLUNTEER OPPORTUNITIES WHICH ARE AVAILABLE VARY FROM TIME TO TIME PLEASE VISIT OUR WEBSITE FOR THE LATEST AVAILABILITY.