

Volunteer

Practical Home Support



Demelza
Hospice Care for Children

Organisation Description

Demelza Hospice Care for Children is a registered charity which provides specialist care and emotional support for children with serious and terminal conditions and their loved ones, so they can enjoy their time together as a family, for as long as they have. Demelza has hospices in Kent and South-East London and has a community team in East Sussex. Our volunteers carry out a vital role supporting staff in every area of the organisation. Help make sure every family can depend on us when they need us most.

Role • Duties • Responsibilities

- To support and provide supervision to families in a practical, flexible way in the home environment, assistance such tasks as: Laundry/ Ironing; food preparation, shopping, gardening, general housework and tidying/organising rooms, walking the dog, decorating and some basic DIY
- To assist with administrative activities, such as:- Keeping accurate records of visits to the family; ensuring feedback to staff; assisting family members with form filling, etc
- To assist with building social & interaction skills for the family members – parents, siblings, etc
- To attend and participate in Supervision and Support sessions at least twice yearly

Dress Code: Smart casual, Demelza t-shirt if at events when necessary

Reporting To: Practical Support service manager or Case Lead

Requirements: This role is for volunteers aged 18 and over and will require an enhanced DBS check to be completed'

Skills & Qualities

Skills and qualities beneficial for the role:

- An interest in the wellbeing and sensitivity to the needs of children, young people and families
- A warm, friendly and approachable personality with a sense of humour
- Ability to demonstrate good communication skills – listening to and engagement with different age groups and abilities of family members
- Reliability, flexibility and good organisation skills to suit the changing situations
- Ability to use own initiative and to follow guidance as and when appropriate
- An ability to recognise the importance of and work within the boundaries of the role and within the organisation's policies and procedures
- An understanding of the importance of safeguarding and of confidentiality
- A willingness to undertake appropriate training to gain an understanding of the role

BENEFITS OF VOLUNTEERING FOR DEMELZA

What will you gain by volunteering for Demelza?

- Enjoyment of meeting a variety of new people
- Develop skills and gain new experiences
- Opportunity for others to learn and benefit from your skills and experiences
- A huge sense of satisfaction in knowing you are helping others and making a difference
- Acknowledgement that Demelza would not be able to offer the services and care to families without the commitment of volunteers

Training & Support

You will be given a Volunteer Handbook, which covers mandatory training such as Moving & Manual Handling, Fire Training, Data protection and Safeguarding. In addition, you will complete an induction with your line manager. Specific, specialist training will be provided where appropriate/relevant to the area you will be assigned to. Ongoing support is available to volunteers through their line manager and voluntary services.

We hope that you will find our staff and volunteers friendly and approachable, and grateful for any assistance you can give.

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Time Commitment

Specific times will be as agreed with allocated point of contact.

- A regular weekly/fortnightly ongoing input
- Or more flexible ad hoc time commitments for occasional practical support
- Minimum 12 month commitment

Location

You will be based at: Remotely with travel when necessary across all 3 geographical areas; Kent, SEL and East Sussex.

Other Information

Some volunteering opportunities at Demelza Hospice Care for Children will require an enhanced Disclosure check by the DBS – this does not mean that you cannot volunteer for us if you have a previous conviction. Demelza Hospice Care for Children conforms to all aspects of the Rehabilitation of Offenders Act 1974.

Volunteers must participate in occasional training/information sessions and respect the policies of Demelza Hospice Care for Children. Where applicable Volunteers must be prepared to undertake regular updating of Mandatory training as and when required.

Demelza Hospice Care for Children operates a non-smoking policy throughout all its buildings and shops. This includes electronic cigarettes and vaping.

CONTACT US

- Contact us directly by e-mail: volunteering@demelza.org.uk
- Telephone our Volunteering team: **01795 845 170**
- Telephone our main switchboard at Demelza Kent: **01795 845 200**
- Call in at one of our shops near you.

RECRUITMENT PROCESS

Recruitment Process

Please complete a volunteer application on our online volunteer recruitment website: www.demelza.org.uk/volunteer-vacancies

Applicants will be contacted for an informal chat and if successful will be invited to join our team after completion of all preliminary checks and training necessary for the role.

If you need to complete any paper copies of mandatory training rather than the online version, please return this to Voluntary Services Dept., Demelza Kent, Rook Lane, Bobbing, Sittingbourne, Kent, ME9 8DZ.

Thank you for choosing to give your valuable time to Demelza Hospice Care for Children



The Queen's Award
for Voluntary Service

#TeamDemelza