

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| \\ballacleator\Hospice_Share$\HR\Job Descripts\STAFF CLINICAL ICON FOR POLICIES- White Background.jpg  **Clinical Staff** |  | **Non-Clinical Staff** |  | **Volunteers** |  | **Flexi-Bank Staff** |  |

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| **ROLE:** | **Pastoral Care Volunteer** |
| **REPORTS TO:** | Supportive & Pastoral Care Coordinator |
| **LOCATION:** | Hospice Isle of Man |

**PURPOSE OF ROLE:**

This role assists the Supportive & Pastoral Care Coordinator to provide compassionate spiritual and emotional support to Hospice patients and their families, respecting diverse faiths and beliefs, and enhancing their quality of life during end of life care.

**KEY RESPONSIBILITIES:**

* Offer compassionate presence, listening, and spiritual support to patients and their families.
* Facilitate opportunities for patients to explore and express their spiritual or religious needs.
* Provide comfort through meditation, scripture reading, prayer or other spiritual practices as appropriate.
* Respect and honour diverse faith traditions and beliefs without imposing personal views
* Collaborate and maintain good relationships with the Hospice Care Team to understand patient needs and contribute to holistic care plans.
* Maintain confidentiality and adhere to ethical standards and Hospice Policies.
* Attend regular training and supervision sessions to develop skills and maintain effectiveness in the role.
* Support families during times of grief and loss, offering empathetic companionship and listening.
* Support the Annual Service of Remembrance and Thanksgiving and other services.
* Document visits and report relevant observations to the pastoral care coordinator and/or Hospice Team as required.
* Attend at agreed times and notify S&PCC if unable to attend in good time so the ward can be notified.

Specific duties will vary depending on experience and qualifications. All aspects of the role can be discussed with the Supportive & Pastoral Care Coordinator on an individual basis.

The role offers support across all areas of Hospice and into the community as required. This includes the Hospice In Patient unit, Rebecca House and Day Unit, providing pastoral, emotional and spiritual support to patients and their families as well as Hospice staff and volunteers as appropriate, in line with the Hospice framework.

**Key Experience & Skills**

* Genuine compassion and sensitivity towards patients and families facing end of life challenges
* Excellent communication skills, particularly active listening and an awareness of the importance of listening in helping patients/carers to articulate their spiritual, emotional and religious needs, particularly when it comes to end of life issues.
* To work in a way that respects and values the individuals’ beliefs, faiths, spiritual paths, cultural backgrounds and the experience of others and respect their spiritual boundaries
* Good understanding about the nature of spiritual, religious, pastoral and cultural care within a Hospice setting and how this differs from a faith setting.
* Spiritually mature with a good level of personal awareness and sensitivity to patients’ needs within a Hospice setting and a good understanding of holistic care. Experience in a care setting would be desirable
* Able to support any patient, visitor or member of staff in a way that is person centred. This means that they start with the person and that persons’ particular needs, rather than sharing their own faith or beliefs.
* Ability to reconcile own personal spirituality and beliefs with the spiritual needs and beliefs of others without judgement.
* Ability to maintain appropriate boundaries and confidentiality and be aware of the limits of own capabilities as a Pastoral Care Volunteer
* Flexibility and emotional resilience
* Commitment to ongoing learning and team collaboration

**Other Requirements**

**Time Commitment**

* Flexible scheduling, typically involving weekly visits or as agreed upon with the Hospice team. Able to commit a number of hours each week, as agreed with the S&PCC
* To be willing to attend any training considered relevant to the role of Pastoral Care Volunteer

**Training**

* To be willing to attend training considered relevant to the role of Pastoral Care Volunteer.

**Volunteer Services Office (VSO)**

The VSO will:

* Ensure a Disclosure & Barring Service (DBS) check is carried out and kept up to date.
* Keep volunteers updated of Hospice events and news
* Provide details of Mandatory training required

**HEALTH AND SAFETY:**

**For all Team Members**

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff and volunteers. All staff and volunteers will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All staff and volunteers will be required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.