

Volunteer Role Profile

Role Profile –Muslim Chaplaincy Volunteer

Site – Royal Blackburn Hospital

Ward / Department- Chaplaincy & Spiritual Care Service

Overview of the role

This volunteer role will support patients by listening to and conversing with them during their stay in hospital. Our chaplaincy volunteers carry out activities alongside a team of experienced staff chaplains to bring spiritual, pastoral and religious care to patients, their families/carers, staff of all faiths and none. Volunteers will be asked to spend time with patients of any faith or background, but may also be asked to visit specific patients who share the same faith. Chaplaincy volunteers link the Trust to our local community and our patients and staff with our Chaplaincy & Spiritual Care Team.

This role will be directly supported by the Chaplaincy and Bereavement Care Manager

All our volunteer roles are support by the East Lancashire Hospital Trust Volunteer Services.

This role is required for: shifts are flexible and available throughout the week but we are especially looking for volunteers to help on Sundays.

Tasks – what does the role entail?

- Visiting wards and speaking to patients of all faiths and backgrounds, being a non-judgemental listener
- Sunday Eucharistic Ministry offering pastoral and practical support to patients of all beliefs and none.
- Taking Holy Communion to patients and others on the wards who have requested it.
- Distributing information provided by the chaplaincy service to wards
- Helping the chaplaincy service at times of celebrating religious festivals
- Helping and supporting the chaplaincy service at memorial services
- Helping with chapel duties, publicity, greeting worshippers etc.
- Offering support to visitors to the chaplaincy department

Required qualities:

- Good communication and interpersonal skills
- Be friendly, sensitive and provide support confidentially and without judgement
- Good time management
- Ability to work as part of a team
- Understanding of pastoral care
- Active in your own faith

Training

Everyone volunteering at the Trust must attend a volunteer induction and will be required to complete core mandatory training before carrying out any volunteering activity within the Trust and may be asked to regularly refresh training where required. All mandatory training will be provided free of charge to the volunteer. From time to time volunteers may be offered additional training opportunities related to their volunteering role, places will not be guaranteed and occasionally there may be a cost associated, this will be made clear to volunteers in advance.

Does this role require any specific training? Full training and support will be given by the Chaplaincy Team and opportunity to learn from experienced volunteers.

Organisational requirements – Volunteers will be provided with and have access to the Trust’s volunteer policy and volunteer handbook. This includes information relating to equality and diversity, health and safety, data protection and confidentiality, infection control, safeguarding, and code of conduct. Volunteers are expected to follow guidance described in these documents. Volunteers will also be expected to sign and comply with a three way volunteer agreement, an agreement bound in honour only, which describes the expectations of the volunteer, the staff member responsible for them, and volunteer services.

DBS Requirements - Some volunteer roles within require Disclosure and Baring Service (DBS, formerly CRB) checks. This check is designed to assist the Trust in making safe decisions around recruiting volunteers by checking the criminal record of volunteers carrying out activity with vulnerable people or children. Having a criminal record will not necessarily prevent an applicant becoming a volunteer, any applicant with a criminal record should inform volunteer services, who will risk assess each case on an individual basis.

Risk Management

| Risk | Mitigation |
|---|--|
| Risk of illness due to being in a clinical area | Volunteers health screened during recruitment, volunteers trained in infection control |
| Risk of emotional strain on volunteer while conversing with patients and families due to sensitive and sometimes difficult situations | Volunteers are encouraged to debrief with a member of the chaplaincy team, or volunteer services team, if they have encounter a difficult situation. Counselling service available to volunteers who may require it. |