**Volunteer roles**

|  |  |
| --- | --- |
| Activities co-ordinators | Building relationships with people in the community to provide a range of activities from Lewis-Manning House. Identifying target audiences and finding routes to promote the activities. Co-ordinating attendance, organising facilities and evaluating the activities to inform future plans.  Skills/attributes: good organiser, creative, engaging personality. |
| Admin support | Providing a range of admin support including typing, filing, distributing posters, maintaining database, photocopying, laminating, tidying and sorting.  Skills/attributes: experienced in office supporting role |
| Board and Development Groups | Drawing on a range of skills to provide strategic support and leadership to the executive team and to enhance the connections of and fundraising capability of Lewis-Manning Trust.  Skills/attributes: a diverse range of professional and business skills and experience including legal, accountancy, marketing, media, healthcare, entrepreneurial and commercial at a strategic level. |
| Care support day & night | During the day, working with the nursing team in Day Hospice, Inpatient Unit or clinics to support them in providing care to patients, helping with refreshments, talking to and engaging with patients and generally supporting them during their stay. In addition, care supporters might be asked to clear rooms after use and prepare for next use.  During the night offering support to the nursing team overnight in the Inpatient Unit to answer telephones, provide refreshments and help the team in preparing clinical facilities.  Skills/attributes: cheerful and caring disposition and ability to put people at ease. Common sense and good “housekeeper”. Willingness to learn care skills |
| Community champions | Representing Lewis-Manning at community events and groups, learning about the work of the hospice so as to be able to speak to small groups and act as an ambassador. Helping with collections, can distribution and collection and seasonal bag packing. Helping run stalls at events and chatting to people to engage in Lewis-Manning’s work.  Skills/attributes: engaging personality, confident with people. |
| **Complementary Therapists** | Working with patients, carers, and others.  Skills/attributes: must be qualified with a minimum of ITEC with at least two years’ experience.  We will require copies of original certificates and current insurance certificate, along with any evidence of membership to professional bodies. |
| Drivers | Providing safe and reliable transport for patients to and from their home. Alternatively, making collections and deliveries for our shops. Periodically helping with other transport needs as required.  Skills/attributes: clean driving licence, experienced and confident driver. Own car suitable for patient use. |
| Facilitators | Offering safe and appropriate facilitation to support groups and able to signpost when further support is required. Supervision and reflective practice arrangements to be put into place.  Skills/attributes: Experience in group work and a relevant qualification. |
| Gardeners | Fit, able and enthusiastic gardeners to provide reliable support to our maintenance capability. Periodically working with our garden designer and groups of volunteers to create and promote a healing experience and sense of wellbeing. |
| Hosts | Offering a welcome at Lewis-Manning House and at events. Preparing rooms/facilities for groups and meetings, providing refreshments, dealing with issues arising on the day eg. Need for chairs, heat and water. Helping with room booking calendar and reception. Periodically providing reception cover and helping the care team in clearing and preparing clinical facilities.  Skills/attributes: cheerful disposition and ability to put people at ease. Common sense, and a good “housekeeper”. |
| **Kitchen and refreshment support** | Nutrition is a vital part of holistic care and all food at Lewis-Manning is prepared with patients in mind. Volunteers are needed to assist with food serving. In addition, help might be required with events or refreshments for groups.  Skills/attributes: team player willing to undertake food hygiene course/certificate and adaptable to a variety of food and refreshment needs. |
| Shop assistants | Offering support to retail shop managers in all aspects of running a charity shop including front line sales, display, sorting, steaming, cleaning, ragging and supporting retail events and community activities which broaden and support Lewis-Manning’s presence in the community.  Skills/attributes: cheerful, helpful disposition. Retail experience an advantage but not essential. Reliable and flexible. |