NURSE
Volunteer role description
WHO?

SKANDA VALE ASHRAM
Skanda Vale is a monastic community founded by Guru Sri Subramaniam in 1973. Our temples attract tens of thousands of people from all over the world on pilgrimage each year. Skanda Vale represents no single faith or culture – we celebrate the unity of all sincere spiritual intention. Our lives are about putting the human values of compassion, selflessness and love into action.

SKANDA VALE HOSPICE
Skanda Vale Hospice was established in 1993 to offer care and support for adults with life-limiting illnesses. We’re here to help families find strength, dignity and peace of mind during some of life’s greatest challenges. We have a tiny number of paid staff – our team is made up, almost entirely, of highly skilled volunteers.
WHY?

OUR INSPIRATION
In 1987, Guru Sri Subramanium had a heart attack and was taken to hospital. In the bed next to him lay a man dying. Whilst the nurses gave great clinical care, they were too stretched to attend to his emotional and spiritual needs, and he died feeling alone and afraid.

This single event provided the inspiration for Guru to start a hospice movement, to empower volunteers to offer whole-person (practical, physical, social, emotional and spiritual) care to those nearing the end of life.

Here it’s a bit like heaven on earth. It’s renewed my faith in human nature. It really has. I mean, I was getting to be very sceptical about the human race, but I’ve discovered here a vein of humanity that is very, very special.

PETER BUTLER, PATIENT
WE’RE BREAKING NEW GROUND
As far as we know, we are the first inpatient hospice to be run by volunteers. Our mission is bold and exciting... but it’s definitely not easy. It’s only possible because of our collective sense of optimism, drive and purpose. This makes Skanda Vale Hospice a really energising and transformative place to be.

Listening to the stories of our patients and team gives us the quiet confidence that this is right... that voluntarily serving the needs of the dying is one of the most challenging, rewarding and beautiful experiences that life can offer.

This has got to be a flagship for hospices.
Please come here and see this.
Come and see what they’re doing.

WINNIE, PATIENT
An independent hospice community, free from bureaucracy, empowered to place the needs of the patients and their families first in everything we do.

A hospice team comprised mainly of professionally trained volunteers – grounded in hands-on selfless service, and uplifted through the fulfilment of love in action.

An open, warm, fun, down to earth place, that is welcoming to everyone, regardless of background, lifestyle, faith or belief.

A community of people who innovate beyond what anyone thinks is possible.

A high quality, safe, holistic hospice service that uplifts patients and families through bespoke physical, practical, emotional, social and spiritual care.

A free service, where no-one feels pressured to donate.

A sustainable service, that will be here for generations.

To increase our services to offer 24/7 respite and end of life care. We currently offer day hospice and short periods of inpatient respite each month.

To create social change. There is an urgent need to improve the way our society cares for the dying. We believe that empowering people to voluntarily care for others will be a big part of the solution.

We will increase the amount of respite we provide incrementally each year; by 2023 we plan to offer 19 nights of respite each month, at which point we will launch our end of life hospice service. By January 2024 we plan to be open 24/7 for respite and end of life care.
To put it simply, Skanda Vale Hospice offers opportunities for personal development that are hard to find elsewhere. We all know that caring for the dying brings out some of the most beautiful facets of human nature. This, combined with the voluntary nature of our team, creates a very special atmosphere; energising, peaceful, fulfilling... it’s hard to describe, but tangible when you arrive.

**PERSONAL DEVELOPMENT**

- We offer full induction, ongoing training, support and learning opportunities, plus regular support from experienced team leaders to ensure you get the most out of your time with us.
- We have a collaborative culture that is big on celebration and fun. We allow people to work flexibly and in their own style but have high expectations and accountability, fostering excellence in all we do.

**I have tried to explain to so many people what this feeling is like here. And I can’t. There aren’t words to describe it. This place is full of people that care – they are volunteers most of them. And we’re not just talking about any staff, we’re talking about nurses, there’s a doctor I think that comes in and volunteers. These are people that are qualified. They could charge money – but they volunteer.**

BRANDON UTLEY, PATIENT
Unless otherwise stated, all of these roles are undertaken by volunteers.
OPERATIONAL DELIVERY COMMITTEE (ODC)

INTERNAL AUDIT MANAGER
  - AUDIT TEAM

DIGITAL DEVELOPMENT / IT MANAGER
  - IT GOVERNANCE & COMPLIANCE - DATA PROTECTION GDPR

PROJECT MANAGER
  - IT SUPPORT / DEVELOPMENT OFFICERS
We believe that palliative care is a social issue with a medical component – not the other way around. Our care team uses a flat organisational structure in which each department (medical, nursing, spiritual care, therapy, companionship etc.) have equal status. This enables us to deliver better whole-person care.

We provide a truly holistic care service, but in no way does this dilute the professionalism and skill of our medical and clinical teams. Quite the opposite. The patients have a better overall experience, so the nurses and doctors feel more satisfied. It’s a virtuous circle.

We give you time and space. Without these, you won’t have the chance to care properly. You’ll feel unfulfilled and frustrated, wishing you could have done more. Time and space are the two most important factors that enable the care team to deliver the mission.

**Volunteer Role Description**

**Location**
Skanda Vale Hospice, Saron, Carms. SA44 5DY, or patients’ home addresses, predominantly in Hywel Dda (Carmarthenshire and Ceredigion) locality. Initially, this role will be part of the Remote Support Service and therefore suited to remote working.

**Time offering**
10 Hours/ 1 shift minimum per month plus training and support time of up to 10 hours per month

**This role reports to:**
Lead nurse / Deputy lead nurse.

**Expenses:**
We cover volunteer expenses and personal articles required for the role, offer great food and refreshments on site, and host fun team days.

**How the care team helps deliver our mission**

- Working with colleagues within the Care Delivery Team in delivering excellent person-centred care to patients and their families.
- Supporting the delivery of ‘best practice’ by the wider Care Team through following operating policies and procedures.
- Ensuring, within hospice procedures and resources, that the needs of patients and families are at the core of all that we do.
- Championing our social model of a volunteer-led service driven to provide excellent palliative care, to colleagues, patients, families, carers and wider multi-disciplinary team across Hywel Dda UHB.
- Carrying out patient assessments prior to engaging with the service, and reassessments following any changes, or at a predetermined date to identify patient needs and wishes and to ascertain how the hospice may best support those patients.
- Completing personalised care plans with each patient / carer according to the service we are offering them, in line with their individual needs and in agreement with them.
- Embracing different methods of assessing and engaging with patients according to their individual needs and preferences. This includes but is not limited to: interactions via phone, email, online media such as Google Meet, Zoom or Skype, plus face-to-face assessments, in patients’ own homes, at Skanda Vale Hospice, or other appropriate locations such as hospitals or daycare facilities.
- Cooperating fully with the Lead Nurse, Deputy Lead Nurse and Assessment Team in the coordination and ongoing development of the Assessment and Care Planning process.
- Upholding the ethos of Skanda Vale Hospice (SVH) ensuring person-centred care, both for the patient and their carers, from the point of referral through to the end of engagement with the service.
**SPECIFIC TASKS & RESPONSIBILITIES**

- Supporting the participation of the patient and their loved ones in all aspects of their care planning and delivery.
- Contributing positively and actively in the delivery and maintenance of person-centred care within the services provided by Skanda Vale Hospice.
- Participating in the supportive team culture of SVH.
- Promoting the values of privacy, dignity and respect for all people.
- Maintaining confidentiality of information relating to patients, their families and carers, team members and the organisation.
- Maintaining accurate, clear and contemporaneous records and documentation.
- Completing all electronic records for patient assessments, reassessments and care plans in line with target times for completion of each stage of the process as outlined in the relevant policy and procedure.
- Raising any concerns or issues, particularly in relation to the safe provision of a service or any safeguarding issues in accordance with SVH Safeguarding Policy.
- Reporting and recording all adverse events in accordance with the Clinical Governance Framework.
- Sharing information as appropriate with all relevant individuals in accordance with SVH data protection, privacy and confidentiality policies.
- Attending and actively engaging in the Assessment Team and Nursing Team Meetings and with the development of the Referral and Assessment process as appropriate.
- Promoting the principles and positively influence a culture of equality, diversity and inclusive practice across all areas of the hospice service.
- Following the SVH code of conduct at all times.
- Representing the hospice and its ethos and philosophy in a professional manner.
- Reporting any complaints or concerns raised, accurately and promptly in line with the SVH complaints policy and procedure.
- Supporting the Lead Nurse and Head of Care delivery in the management and investigation of concerns or complaints as appropriate.
- Managing own emotional well-being and resilience, and seeking support from senior colleagues, and, when required, via options outlined in the SVH Emotional Support Policy.

- Attending and actively engaging in the SVH monthly Schwartz Round meetings where we will consider patient case studies and celebrate good practice as a team.
- Ensuring maintenance of active NMC registration.
- Taking responsibility for own completion of the SVH induction, mandatory training and ongoing personal and professional development to ensure that knowledge and skills are kept up to date.
- Attending and actively engaging in the team development days at SVH.
- Undertaking comprehensive, holistic assessments and recommending appropriate treatments, interventions and support whether internally or externally following SVH assessment policy.
- Complying with SVH, local and national policies, directives and legislation to ensure a safe, efficient and effective service.
- Promoting and demonstrating excellence in clinical practice in line with current standards.
- Supporting evaluation, audit, monitoring and reporting mechanisms including user feedback to achieve continuous improvement within the Care Delivery team.
- Participating fully and actively in supervision and appraisal meetings with the line manager.
- Communicating clearly and sensitively and appropriately with patients, their families and all colleagues (including the wider multidisciplinary team) regarding treatment plans and interventions to meet patient / carer needs.
- Acting as a positive role model for clinical and other colleagues.
- Maintaining a safe environment and actively identifying, reporting and managing risks especially in relation to lone working.
- Acting professionally at all times in accordance with the NMC Code of Conduct.
- Ensuring the confidentiality of patients and staff at all times in accordance with professional registration and SVH policy.
- Skanda Vale Hospice is committed to Equal Opportunities for all colleagues and requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration. Skanda Vale Hospice expects the post holder to fully understand, support and apply this policy throughout their working practices.
**PERSONAL QUALITIES & SKILLS**

We're looking for the following experience, qualifications, skills and abilities:

**Experience**

Essential
- Current NMC Registration.
- Working directly with patients, supporting them and listening to their needs.
- Carrying out holistic assessments with patients and/or their carers.
- Following policies and procedures and local and national guidelines.

Desirable
- Writing person-centred care plans.
- Working with people with a life-limiting condition.

**Skills**

Essential
- IT.
- Openness to learn and develop computer skills.
- Well organised with excellent time management skills.
- Self-motivated and conscientious with an enthusiastic and professional approach to work.
- Ability to manage difficult conversations without imparting advice.
- Willingness to undertake training as required, in line with the scope of the role.

Desirable
- Good understanding of computer software, databases, online video calling.
- Practical knowledge of Safeguarding procedures.
- Previous experience of managing difficult conversations about death and dying and poor prognosis.
- The ability to communicate in Welsh.
- Current driving license.

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**Personal Qualities**

**Essential**
- Excellent interpersonal skills - including effective written and oral communication.
- A compassionate and empathic attitude.
- Awareness of own limitations and willingness to seek support when needed.
- Ability to remain calm, diplomatic and professional in challenging situations.
- Approachable, person-centred manner.
- Ability to contribute within a team and to work independently using own initiative.
- Sense of humour.

This Role Description is not exhaustive. It is an outline of the key expectations and will be reviewed periodically with amendments made following consultation with the role holder(s).

Confidentiality - Please be aware of the confidential nature of our organisation. Information about patients and their carers, friends and relatives must not be disclosed to any unauthorised persons. This essential duty of confidentiality also extends to the use of social media.