Chaplaincy Volunteer

Role Overview
The Trust offers a Spiritual Care and Chaplaincy service at all its hospitals. The Chaplaincy team seek to meet the spiritual needs of patients, relatives, friends and staff.
A Chaplaincy Volunteer will be expected to make a regular commitment of time (e.g. ideally weekly or even on a regular ‘occasional’ basis) and depending on role designation (see below) may be allocated to work on a specific ward.

Role Supervision
The Ecumenical Chaplaincy team is managed by the Senior Chaplain, based at York Hospital. Volunteers will work under the supervision of the Senior Chaplain or the lead chaplains based at York and Scarborough Hospitals. Volunteers must work within the scope of their appropriate role description for health and safety purposes.

Role Description
A Chaplaincy Volunteer will be designated as one of the following categories. It may be possible for a Volunteer to combine several categories, by agreement with the relevant Senior Chaplain.

• Ward Visitor
• Chaplaincy Welcomer
• Chapel Escort
• Chaplaincy Administrator (Voluntary)

Role Preparation
Every prospective volunteer will be expected to undertake a number of visits ‘shadowing’ a current team member. This may, at the discretion of the relevant Chaplain, take place before, or concurrently with, the application process.

Each volunteer will also be expected to undertake a period of training. The course will be designed to suit the role designation assigned to the volunteer.

At any point during the shadowing programme or the training programme the relevant Senior Chaplain and the Volunteers Administrator will review with the prospective volunteer whether the application should continue, or whether the volunteer proceeds beyond the initial training.

Role Duties
The role duties specific to each designation of Chaplaincy Volunteer are outlined overleaf.
WARD VISITOR
To assist the work of the Chaplains in the spiritual support of patients in the following ways:

- to visit wards, meet patients, ‘being there’ for patients and offering a ‘listening ear’ or prayer support as appropriate
- to pass on any requests (with the specific permission of a patient) to the chaplains for visits, prayer, the sacraments or the specific religious needs of patients of all faiths
- to provide information about spiritual care or chaplaincy to patients
- where authorised to do so by the sponsoring Christian denomination, and by agreement with the Senior Chaplain, to administer Holy Communion

CHAPLAINCY WELCOMER
The exact nature of these duties will be determined by the needs and practices of the individual hospital chaplaincy teams, but are likely to include:

- Attending the hospital chapel as part of a Sunday* team according to a known rota. The frequency and timing of the duty will be agreed with the relevant Senior Chaplain or Lead Chaplain
- to possibly visit wards prior to a Sunday* service to see if anyone would like to attend (as directed by the Chaplain).
- Immediately prior to the service to remain in the Chapel to welcome everyone attending, and to stay with any patients at the end of the service whilst other team members are returning patients to the wards.
- To inform the relevant Link person for the Sunday* Teams in your parish/faith/community/group if you will not be able to attend on the allocated Sunday*.

The satisfactory completion of an appropriate course of moving and handling may be required for this role.

CHAPEL ESCORT
The exact nature of these duties will be determined by the needs and practices of the individual hospital chaplaincy teams, but are likely to include:

- attending the hospital chapel as part of a Sunday* team according to a known rota. The frequency and timing of the duty will be agreed with the relevant Senior Chaplain or Lead Chaplain
- to possibly visit wards prior to a Sunday* service to see if anyone would like to attend (as directed by the Chaplain).
- to assist patients to attend a Sunday* service in the Chapel: this will often involve pushing a wheelchair
- to inform the relevant Link person for the Sunday* Teams in your parish/faith/community/group if you will not be able to attend on the allocated Sunday*.

The satisfactory completion of an appropriate course of moving and handling will be required
[* For both Welcome and Escort duties this might include another day of the week if appropriate]

**CHAPLAINCY ADMINISTRATOR (VOLUNTARY)**
To assist in all aspects of administration for the Chaplaincy service, including:

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<th>Task</th>
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<tr>
<td>organising Chaplaincy meetings</td>
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<td>mailings and answering chaplaincy office phones</td>
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<td>communications with chaplaincy volunteers</td>
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<td>Assisting with administration of volunteer files and records</td>
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<td>welcoming visitors to the team office</td>
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<td>correspondence and filing</td>
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<td>creating service sheets, posters etc</td>
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<td>assisting in preparation of rotas</td>
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<td>assisting with the recording of chaplaincy activity</td>
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**Person Specification**
It is expected that the volunteer will be able:
1. To communicate effectively both orally and in writing.
2. To show willingness and enthusiasm to undertake specific training and shadowing in relation to the volunteer role.
3. To work effectively as part of a team.
4. To work with the minimum of supervision after suitable training has been undertaken.
5. To use their own initiative as the need arises within agreed areas.
6. To present a professional, friendly and caring approach to patients, carers, clinical and other staff.
7. To be polite and punctual at all times.
8. To fulfil the agreed time commitment each week, in the absence of extenuating circumstances.
9. To ensure absolute confidentiality of information obtained through contact with York Hospitals NHS Foundation Trust.
10. To maintain good personal hygiene and appearance at all times on placement.
11. To be actively involved in a faith community.

**Our requirements**
We require that volunteers:

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<th>Requirement</th>
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<td>should be actively involved in a faith community, from whom support for an application will be required through at least one reference from a person in authority.</td>
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<td>will not to use their volunteer role or their encounter with patients, relatives and staff as an opportunity to proselytise, indoctrinate or convert to any faith.</td>
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<td>do not give advice to patients or agree to undertake tasks for them outside of the hospital.</td>
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<td>will maintain confidentiality at all times and that no referrals about patients are made outside of the hospital (including prayer requests) without the explicit consent of the patient AND the explicit consent of the supervising Chaplain or Senior Chaplain</td>
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Our expectations
We expect volunteers

to behave in an appropriate, caring, friendly and attentive manner at all times
to show willingness and enthusiasm to learn and get involved
to be willing to undertake further training, especially where designated as statutory or mandatory by the Trust
to feel 'comfortable' working in a hospital environment and, where necessary to the role to be physically able to push a wheel-chair
to understand the 'boundaries of their role'
to work as part of a team and to show staff respect and courtesy
to be reliable and trustworthy
to maintain good personal hygiene and appearance at all times
to wear the provided ID badge at all times whilst undertaking volunteer duties (use of ID badge and/or car parking voucher may only be used when undertaking volunteer role)
to attend chaplaincy team meetings or volunteers' meetings when appropriate
to understand and adhere to Trust Health & Safety procedures whilst on site
to only undertake duties appropriate to the designated role
to provide the Trust with feedback about your experience

Trust Key Values
The ultimate objective of the Trust is: ‘To be trusted to deliver safe, effective and sustainable healthcare within our communities’. The Trust believes that the key to achieving this is that both employees and volunteers demonstrate the following Trust Values: caring about what we do; respecting and valuing each other; listening in order to improve; and always doing what we can to be helpful.

Training, Induction and Review
We will offer you training appropriate to your designated role(s) which will include teaching sessions as well as shadowing and observation. You may be required to attend some, or all, of the Trust’s Induction programme. The above training must be satisfactorily completed. Other training may be required, as circumstances dictate. We will also review progress after a specified time of starting your volunteer role.

Role Risk Profile
We do not expect the volunteer role to place you in a situation of risk, but there may be a low potential exposure to violence or verbal abuse.

Details of risk level

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<th>The job profile is predominantly</th>
<th>Yes</th>
<th>No</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
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<tr>
<td>Other - Chaplaincy</td>
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<td>There is potential exposure to</td>
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<td>a) Violence / verbal abuse</td>
<td>✓</td>
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Application Process
As part of the application process you will need to complete the following paperwork:
• Application form
• Occupational health clearance
• References
• DBS check
• Employment Declaration (ED) form

Post-application process
When the relevant paperwork and the period of training have been satisfactorily completed some of the following documents will need to be signed:
• Code of Conduct
• Confidentiality Agreement
• Honorary Agreement
• Induction Checklist

An ID badge will be authorised after all application and post-application procedures have been completed. You may also apply for a parking permit at this stage. You may be entitled to reclaim certain expenses in connection with the volunteer role.

Your expectations
You may expect that the Senior Chaplain, Lead Chaplains and the Volunteers Administrator will assist you through the application process and training programme and that you can contact them should you have any queries or anxieties about joining the Volunteer team.

The relevant Chaplain will offer you regular supervision and support in your Volunteer role.

You may also contact the Volunteers Administrator to discuss any issues about your role.

Control Measures

• Volunteers will undertake a local induction

• Volunteers will sign a Volunteer Agreement before starting to volunteer that covers confidentiality and expected behaviours

I have read the role description and fully understand what is expected of me whilst I am in service as a Volunteer.

Signed by ..................................................  Print Name ..................................................