

COMPASSIONATE CONVERSATIONS VOLUNTEER ROLE PROFILE

Background

Suffolk Libraries is an independent charity which is contracted by Suffolk County Council to deliver the library service throughout Suffolk. Working in partnership with St Elizabeth Hospice we are looking for volunteers to support staff in delivering Advanced Care Planning sessions.

Advanced care planning (ACP) helps a person to make known what their wishes, feelings, beliefs and values are before they are unable to do so, and to make choices that reflect these. ACP is an on-going and developing process of conversations between a person, those important to them and those providing care, support or treatment.

Volunteers will support library staff in delivering these sessions, helping with refreshments and interacting with attendees, with guidance and training from St Elizabeth Hospice.



Commitment

The level of commitment for this role is a minimum of 2 hours per month excluding training and supervision.

Training will be provided and requires a commitment of 1 full day that can be divided into 2 half days depending on availability alongside some online training.

Key Elements of the Role

- Identifying the importance of having open and honest conversations with individuals in order to support them with their future care needs.
- Undertaking the appropriate training and agreeing to our volunteers terms and conditions
- Using the skills learnt through the training programme to initiate conversations with those requesting the service
- Signpost to other services where appropriate
- Help facilitate and support the ACP sessions.
- Providing refreshments as and when required
- Engage and support participants through answering questions.
- To be aware of the risk assessment completed for each venue and follow recommendations as required.
- Inform Library staff of any concerns of participant's wellbeing.
- To wear the identity badge at all times
- To attend a debriefing at the end of the session and maintain confidentiality at all times.

Person Specification

We are looking for volunteers who are:

- Excellent at communicating
- Able to maintain confidentiality, discreet and trustworthy
- A good team worker who is able to work effectively with library, St Elizabeth staff and other volunteers.
- Over 18 years of age
- Friendly and empathetic
- Well-organised and committed
- Approachable and able to listen carefully

If you are interested, please contact diane.moore@suffolklibraries.co.uk for further details or complete the online application form at www.suffolklibraries.co.uk/about/jobs-volunteering/volunteering