Volunteer Weekend Housekeeper

**Telford and Shrewsbury**

**Summary:** Housekeeping volunteers are central to creating a special warm, friendly and relaxed home-from-home environment for our patients and visitors to our in-patient units.

It’s the special touches that count and you’ll be joining our fabulous team, who are the friendly faces on hand to make sure every need is met during their stay - from lovely soft linen and beautiful fresh flowers to serving drinks and meals, keeping the ward kitchen spick and span or simply being a bit of company and there for a chat.

Being on hand to help patients and visitors feel cared about and comfortable really does make all the difference and also helps our nursing staff to focus on personal and clinical care.

**Purpose:** To provide patients and guests with the best experience when visiting or residing at Severn Hospice. The role will liaise with patients, relatives, staff and other departments including catering, laundry and ward staff so that we offer a home-from-home experience to all our guests.

**Hours:** 8am–11am and 12pm-3pm

**Restrictions:** Housekeeping volunteers must be a minimum of 18 years of age.

**Typical activities include:**

* Assisting Nursing Assistants with serving meals to patients and relatives as well as washing up after meals have been served.
* Keep the ward kitchen tidy and clean. Ensure washing up is kept on top of.
* Welcome new patients and their families to Severn Hospice and working alongside ward staff to make sure every patient has a smooth transition in to the Hospice.
* Offer hot and cold drinks to patients and relatives.
* To keep communal areas tidy and welcoming.
* Spend time talking to patients ensuring that they feel welcome on the ward.
* Adhere to Severn Hospice Health & Safety Policies and Procedures.

**NB. This role will will be subject to an Enhanced Disclosure provided by the Disclosure Barring Service**