VOLUNTEERING OPPORTUNITIES

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| Volunteer Lifeguards/Volunteer Poolside Assistants |
| Volunteer Lifeguards in the hydrotherapy pool – minimum age 16 We’re looking for qualified lifeguards but full training can be provided for those who do not have the NLPQ. * Volunteers must be confident swimmers, able to swim 50 metres in less than a minute.
* Volunteers must be reliable, honest and trustworthy.
* Volunteers should have excellent communication skills, be able to volunteer as part of a team and follow instructions.
* Applicants must have availability weekdays between either 10am–1pm or 1pm–4pm and able to give a regular commitment.

**Volunteer Poolside Assistants**We’re looking for volunteer poolside assistants to provide supervision of pool users.* Volunteers will be responsible for the safety of all pool users and ensure that pool rules are enforced.
* Duties include observing pool users for signs of danger, getting buoyancy aids/equipment and sweeping away puddles to prevent slipping.

**Note: both opportunities are based at our hydrotherapy pool at the hospice in Luton.**  |

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| Volunteer Complementary Therapists |
| A friendly team of staff and volunteers provide complementary therapies to hospice patients and their carers, Tuesday to Friday each week. Volunteers should have:* Excellent communication skills to communicate with patients, carers and families.
* Good listening skills and a sensitive, tactful and emotionally mature approach to patients.
* Volunteers must be a member of a professional association which undertakes a programme of continued professional development.
* There are four volunteer meetings held through the year; volunteers would be expected to attend at least two of these meetings.
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| Volunteer Bereavement Support VisitorsOpportunities available throughout the week in the Luton area |
| We’re looking for volunteers with excellent communication skills to provide bereavement support for families and friends in their own homes. Full training is provided.Background information: * Volunteer support-visitors provide bereavement support to their clients according to the philosophy of the Hospice Bereavement Support Service, acting always in such a manner as to justify trust and confidence and to safeguard the interests of the client.
* Volunteers visit bereaved people referred by the Bereavement Service with the aim of establishing, within accepted boundaries and agreed time contracts, a supportive and caring relationship that will enable the bereaved to experience the natural process of grieving.
* Volunteers also assist at memorial events.
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| Hospice at Home Volunteers |
| We are looking for volunteers with excellent communication skills to befriend adults with a life-limiting illness, and their families, in their own homes. Full training is provided.Background information: * We provide care and support where it matters the most – in the home.
* Volunteers provide support to patients with a life-limiting illness, and their families.
* Working in addition to statutory services, we aim to provide time, emotional support and practical help to enable people to continue living with dignity, respect and companionship.
* Volunteers also offer companionship for those who live alone and companionship outside the family.
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| Palliative Care Volunteer Drivers |
| * Volunteers will transport patients to and from our Keech Palliative Care Centre in Luton.
* Current opportunities run Monday to Friday, although there are plans to extend the hours.
* The Care Centre is at the hospice in Luton and our adult patients live in Luton and South Bedfordshire.
* Training will be provided and mileage expenses covered.
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| Volunteer Drivers for Children’s Service  |
| * Volunteer drivers will provide transport to the children’s hospice for children with life-limiting illnesses and their families/carers, facilitating their access to hospice services.
* Volunteer drivers may also transport children with life-limiting illnesses and their families/carers safely to other destinations, under the instruction and guidance of children’s service staff.
* Volunteers must drive and act in accordance with the Highway Code and all legislation relating to driving a vehicle, ensuring the safety and comfort of the patients during journeys.
* Confidentiality should be maintained at all times.
* Our children live in Luton, Bedfordshire, Hertfordshire and Milton Keynes.
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| Volunteer Hosts |
| The Adult In-Patient Unit (IPU) provides specialist palliative care to patients. The patients are admitted for various reasons including symptom control, emotional support and end-of-life care.The IPU has a team of qualified care staff and health care assistants who provide care and support to patients and their families. It’s a friendly team who work alongside and support volunteers in their roles.* Volunteers should have good communication skills, able to communicate with patients, families and staff in a respectful and courteous manner. This extends to a friendly telephone manner.
* Volunteers should also have great listening skills.
* Patience and understanding as well a helpful, sensitive and compassionate manner are paramount.
* Volunteers should be able to work on their own and as part of a team.
* Volunteers must be reliable and trustworthy.
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| Volunteer Art Therapists |
| We are looking for volunteer Art Therapists to provide art therapy to hospice patients and their carers. Volunteers should:* Be aware of diagnosis, symptoms and emotional needs.
* Work towards holistic care within the multi-professional team.
* Liaise with the senior nurse for updates on a patient’s condition; feed back information regarding the patient’s condition.
* Maintain accurate records.
* Access their own clinical supervision in accordance with the Health Professions Council.
* Have excellent communication skills and always treat others with dignity and respect.
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| Volunteer Day Support Services  |
| Volunteers provide assistance in activities and specialised play for children with life-limiting illness who are accessing hospice children’s services. Our children include babies, toddlers and children up to the age of 19.* Volunteers will assist the play specialist and work alongside parents at the hospice children’s unit, delivering activities and specialist play for children.
* Volunteers will assist with support in the hydrotherapy pool.
* Volunteers will support and assist children at events, which may be in groups or on a one-to-one basis. These may take place at the hospice, in the home, at hospital or on outings.
* Duties include the delivery of activities such as topic projects and creating memories.
* Volunteers work in conjunction with play specialists in play activities; attend Tots and Toys sessions at the children’s hospice to support with activities and provide refreshments.
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 VOLUNTEERING OPPORTUNITIES

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| Administration/Reception Volunteers  |
| Do you have great communication skills and enjoy working with people? We’re looking for administration and reception volunteers for various times throughout the week.Tasks will include:* Opening and sorting incoming post
* Dealing with outgoing post when an admin team member is on annual leave
* Assisting with the selection and distribution of stationery orders
* Printing and photocopying forms
* Replenishing reception paperwork
* Updating and tidying noticeboards
* Photocopying for the administration team
* Filing
* Typing letters
* Data entry
* Scanning
* Process cash/PDQ payments for retail purchases from Keech Hospice Care reception.
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| Fleet Maintenance Volunteers  |
| We are looking for volunteers to help record mileage and ensure the charity’s non-retail vehicle fleet are kept in good order. Volunteers should be available during the week for a couple of hours a day. Tasks include:* Completing vehicle checks (water, oil, tyres and lights etc) and recording checks.
* Highlighting concerns to the appropriate people, for example the fleet coordinator.
* Arranging for repairs to be undertaken.
* Assisting with updates to fleet vehicle checks.
* Arranging for servicing and MOT to be undertaken.
* Arranging for the exterior of vehicles to be cleaned.
* Cleaning the inside of vehicles.
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| Volunteer Gardeners  |
| Tasks include:* + Keeping public garden areas and flowerbeds maintained.
	+ Maintaining all grass areas by mowing the grass with the hospice equipment.
	+ Cutting back all bushes and shrubs.
	+ Clearing all weeds from the roadways and paved courtyard areas.
	+ Treating pathways every 2-3 months with algae treatment.
	+ Potting new plants and seedlings
	+ Maintenance of hanging baskets.
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| Supportive Care Team Driver Volunteers |
| We’re looking for day-time drivers to take patients from their home to the hospice for bereavement support and other therapies as well as to hospital appointments.* We are also looking for drivers to provide transport for patients who would like to attend hospice support groups in the evening.
* Training will be provided and mileage expenses covered.
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| Housekeeping Volunteers |
| * To provide clean and well-presented bed linen and hospice laundry.
* To organise the washing, drying and ironing of all laundry.
* To wash the laundry in the machines provided.
* To comply with the Health and Safety guidelines as per the detailed instructions.
* To dry and iron the laundry to the required standards.
* To be warm and welcoming to any patients or visitors who may visit the laundry.
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| Marketing and Communications Volunteers |
| We’re looking for volunteers to assist the Marketing and Communications department the digital marketing officer and the graphic designer in promoting the charity. Volunteers will:* Assist the graphic designer and copywriter with a range of publicity-related tasks which may include proofing pages, devising layouts for posters and leaflets, taking publicity photos, sizing images and logging information on a spreadsheet.
* Assist the digital marketing officer in maintaining digital-based platforms, which may include proofing the website and social-media sites for typos and out-of-date content; making small updates to our website; and resizing/uploading images to the website and social media.
* Attend any training sessions necessary.

Volunteers should have:* Proofing experience or an ability to spot typos.
* Experience of resizing photos using PhotoShop or other image-resizing software.
* Previous experience in using a web content management system (desirable).
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| Marketing Volunteers |
| * To assist in ensuring all communications from the hospice, including marketing and publicity materials, promote a positive and consistent message about the charity and its work.
* To inform and educate the public and private sectors about the care services provided by the hospice and the need to fundraise to provide these services.
* To build and maintain working relationships with all local media and relevant national press.
* To assist in gathering information for publicity campaigns and writing publicity materials.
* To assist in the development and maintenance of the charity’s website.
* To raise greater awareness of the charity’s work.
* To communicate about the hospice in a caring and professional manner.
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| Warehouse Volunteers |
| * To assist in the collection and distribution of donated items, following the required regulations.
* To receive donations and gifts, following the directed procedures and guidelines.
* To answer the telephone efficiently and in a welcoming manner.
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| Volunteer Warehouse Drivers |
| Main responsibilities:* Ensure safe transportation of donated items.
* Carry out daily routine maintenance checks on the van (tyres, oil, water etc).
* Drive in a competent manner at all times.
* Collect donated items from hospice shops for delivery to the warehouse.
* Distribute quality items from the warehouse to the shops.
* Collect from donors’ homes for delivery to the warehouse.
* Transport any items required from the hospice to the warehouse.

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| Volunteer Trustees |
| Main purpose* In conjunction with the Chairman and other Trustees, give direction to the formulation of the hospice’s philosophy, objectives and strategy, and to its annual targets.
* Maintain an overview of the charity, ensuring that it operates within the legal and financial guidelines set out in current charity legislation.
* Ensure that the charity operates within the terms of its constitution and that this is communicated throughout the charity and to all its staff, supporters and beneficiaries.

Responsibilities* Receive periodical progress reports from the charity on all other matters relevant to the discharge of the governing body’s responsibility.
* Work with the Chairman to ensure that the committee structure of the governing body functions effectively.
* Represent views of supporters, patients, staff and other interested parties.
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| Fundraising Volunteers |
| * Join our friendly team to support the Fundraising Department in the organising and running of fundraising events and activities.
* Volunteers are expected to positively represent the work of the charity within the local community and to carry out all duties in accordance with hospice philosophy.
* 2017 events include:
	+ Keech 10K Trail Run 14 May 2017
	+ Colour Dash 16 July 2017
	+ KeechFest 10 September 2017
	+ Smiley Sam and Sleigh 20 November–24 December 2017
	+ Keech Christmas Market 25 and 26 November 2017
* The duties include some or all of the following:
* Helping to set up and run a stall at a fundraising event, including handling cash.
* Helping with administrative tasks in the office.
* House-to-house, street or store collections.
* Delivering/collecting goods or collection boxes.
* Setting up/breaking down at events.
* Marshalling or car-parking stewards.
* Collecting cheques and giving a vote of thanks; giving presentations to local groups.

Training is provided where necessary. |
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Retail Volunteering Opportunities

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| Retail Volunteers |
| * Our fun and friendly team of retail staff and volunteers support Keech Hospice Care by raising £1.4 million each year.
* We have 33 shops across Bedfordshire, Hertfordshire and Milton Keynes.
* Volunteers assist in our shops with sorting, pricing and merchandising donations.

**Keech Hospice shops in Bedfordshire**24 Allhallows, Bedford, MK40 1LJ (01234 364720) 58 Birdsfoot Lane, Luton, LU3 2DQ (01582 599496) 9 Ashton Square, Dunstable, LU6 3SN (01582 476411) 1 Cowlgrove Parade, Steppingley Road, Flitwick, MK45 1AJ (01525 721316)59 Katherine Drive, Dunstable, LU5 4NP (01582 477280)249 Bedford Road, Kempston, MK42 8BP (01234 856500)174 Marsh Road, Leagrave, Luton, LU3 2QL (01582 494837)12-14 Park Street, Luton, LU1 3EP (01582 481130)3 Market Square, Sandy, SG19 1HT (01767 691304) 601 Hitchin Road, Stopsley, Luton, LU2 7UW (01582 876760)31 Sundon Park Parade, Sundon Park, Luton, LU3 3BJ (01582 579966)Unit 8F Britannia Estate, Leagrave Road, Luton, LU3 1RJ (01582 480062) Warehouse (01582 411180) Shop**Keech Hospice shops in Milton Keynes**170 Queensway, Bletchley, Bucks HP2 2SW (01908 370836)28 High Street, Newport Pagnell, Bucks MK16 8AQ (01908 216565)**Keech Hospice shops in Hertfordshire**35-37 Lower Kings Road, Berkhamsted, HP4 2AB (01442 863893)35 Potter Street, Bishops Stortford, CM23 3UH (01279 758127)7 Witton House, 24-38 Lower Road, Chorleywood, Rickmansworth, WD3 5LB (01923 283023)130 The Gossamers, Watford, WD25 9AD (01923 671768)12-13 Bowers Parade, High Street, Harpenden, AL5 2SH (01582 760450)15 Bowers Parade, High Street, Harpenden, AL5 SH (01582 462578)167 The Marlowes, Hemel Hempstead, HP1 1BH (01442 257050)12 The Queen’s Square, Hemel Hempstead, HP2 4ES (01442 768963)11 Maidenhead Street, Hertford, SG14 1DW (01992 503670)18 Churchyard, Hitchin, SG5 1HP (01462 441171)81 High Street, Hoddesdon, EN11 8TL (01992 462041)18 How Wood, Park Street, St Albans, AL2 2P (01727 875532)285 Watling Street, Radlett, WD7 7LA (01923 854576)21 High Street, St Albans, AL3 4EH (01727 895790)7 Queensway, Stevenage, SG1 1DA (01438 314598)46 High Street, Watford, WD17 2BS (01923 819812)135 High Street, Waltham Cross, EN8 7AP (01992 643251)19-21 Cole Green Lane, Welwyn Garden City, AL7 3PP (01707 376315) |