

Chaplaincy - Volunteer

Role Description

Volunteering as a Whittington Health NHS Trust Chaplaincy Volunteer is an incredibly rewarding experience, allowing you to provide comfort, solace, and spiritual support to those in need.

As a chaplaincy volunteer you will play a crucial role in providing spiritual and emotional support to patients, their families, and staff members within the hospital setting. You will work closely with the chaplaincy team supporting their everyday activities and offer a compassionate presence when assisting individuals of diverse cultural and religious backgrounds in times of need.

Your compassionate care and presence can make a significant difference in the lives of patients, families, and staff members within the hospital environment.

Key tasks:

- **Patient Support:** Engage in one-on-one interactions with patients, providing spiritual support, active listening, and companionship. Respect and honour everyone's beliefs and practices, offering appropriate religious or spiritual resources upon request.
- **Family Assistance:** Offer support to the families and loved ones of patients, providing comfort, guidance, and a listening ear during difficult situations. Extend empathy and spiritual solace to individuals facing grief, loss, or anxiety.
- **Staff Well-being:** Extend emotional support to hospital staff members, recognizing and addressing their stress, burnout, or personal challenges in the work environment. Provide a confidential space for them to express their concerns, emotions, or seek guidance.
- **Crisis Intervention:** Respond to urgent requests and crises within the hospital, such as sudden deaths, critical diagnoses, or traumatic events. Collaborate with the chaplaincy team to provide immediate support, comfort, and guidance to those affected.
- **Interfaith Understanding:** Embrace and respect the diversity of beliefs, cultures, and religions encountered within the hospital. Seek to understand different faith traditions and adapt your support, accordingly, fostering inclusivity and cultural sensitivity.
- **Record-Keeping:** Maintain accurate and confidential records of your interactions with patients, families, and staff members, ensuring compliance with the NHS Trust's policies and procedures.
- **7. Training and Development:** Attend training sessions, workshops, and meetings organized by the chaplaincy team to enhance your knowledge and skills in spiritual care, active listening, and crisis intervention.

Would suit:

Individuals who have a relaxed and friendly manner; well-presented; reliable and able to make a long-term commitment; reasonably fit and active, as the task entails standing or walking for up to 3hrs at a time; good verbal communication and social skills; maintain a friendly, open, and approachable persona, calm, empathic; be committed to equal opportunities and diversity.

Commitment:

- Compassion and Empathy: Possess a deep sense of compassion, empathy, and sensitivity towards individuals facing challenging circumstances, including illness, grief, or loss.
- Respect for Diversity: Demonstrate respect for diverse cultural, religious, and spiritual beliefs. Embrace the opportunity to learn about different faith traditions and adapt your support accordingly.
- Excellent Communication Skills: Have strong interpersonal and communication skills to effectively engage with patients, families, and hospital staff. Active listening skills are particularly important to create a safe and supportive environment.
- Confidentiality: Understand and uphold the importance of maintaining strict confidentiality regarding patient and staff information. Adhere to the NHS Trust's privacy policies and procedures.
- Availability and Reliability: Commit to a regular schedule of volunteer shifts and be punctual and reliable in fulfilling your duties. Flexibility in accommodating unexpected needs or emergencies is also appreciated.
- Background Checks: Be willing to undergo background checks and comply with any other screening requirements mandated by the Whittington Health NHS Trust for the safety and well-being of patients and staff.

How to apply:

If you would like to apply, please complete our application form, along with occupational health forms 1 & 2 and email them to whh-tr.volunteers@nhs.net We will need a photo ID along with 2 proof of address documents for an enhanced DBS check.

There will be a selection process to ensure we match the right person to each role, or other possible opportunities.

We will review your information and then arrange a time to speak with you, either in person or over the phone. You will be invited to have an occupational health appointment and will have an induction.

Please ring 0207 288 3936 for further information or e-mail whh-tr.volunteers@nhs.net

Address:

Volunteer Services Department,
Level 0, Magdala Avenue,
London, N19 5NF.

