

## **ROBIN HOUSE CARE SUPPORT VOLUNTEERS (PILOT PROJECT)**

### **Introduction**

1. It is planned that January 2012 will see the launch of the training for volunteers in the new role of Care Support Volunteers (CSV). The training will take place during January and February with the volunteers being in their new role from March 2012. Families will be notified that the pilot project is taking place in January 2012.
2. The project will be piloted for a six month period and a review will follow and will look into the experiences and views of the care team, the families and the volunteers involved with the pilot project.

### **The Role**

3. The role of CSV is one of support to all care team staff, enhancing what they do during the busiest periods of the day. A number of points in the day have been highlighted as busy periods for staff but for the purpose of the pilot project we will place a maximum of two volunteers on the care team on a Tuesday and Thursday evening to help with the busy bedtime routine of the House.
4. As with every volunteer role there will be a role description for Care Support Volunteers. Clear guidelines will also be set out for the CSV and care team staff as to what they can and cannot do. For the purposes of the pilot project duties of the CSV will not include giving medical care such as feeds, meds or suctioning to children and young people but it is proposed that the volunteers will be involved with personal care of the children and young people including bathing and dressing. It is also planned that if pool sessions are running during these times CSV's would be involved in this area.
5. Volunteers will not be involved with end of life care of a child or young person or during a bereavement in Robin House.

### **Recruitment**

6. As with all volunteer roles within Robin House the recruitment of CSV's will be thorough and include two reference checks and a PVG check. One reference should be from their professional experiences. We will only accept applications for this volunteering role from individuals from a professional care background such as nurses or physiotherapists or students within these areas.

7. All volunteers interested in this role will be interviewed by the hospice VSM's along with a deputy or a shift coordinator. If successful the volunteer will shadow other areas of the hospice as all new Care Team staff would. During this time the volunteers will also be undertaking the necessary training to become a CSV.

## **Training**

8. The training and induction will mirror that of the support workers in the care team. It is proposed that volunteers who have recently completed certain areas of training in their professional lives will undergo a shorter training course/ competency checks. Volunteers will also be aware that if at any time during their training/induction we feel or they feel that being a CSV is no longer appropriate then they will be offered another volunteer role within the hospice.
9. We plan to recruit and train 6-10 volunteers. It is a larger number than perhaps required but it allows for any 'drop-outs' during the training/induction and to cover the volunteer rota and holiday/sickness gaps.
10. Continuity is crucial to this project and for the care team and families; volunteers must be available weekly or fortnightly for this role.

## **Support**

11. The volunteers will receive 1:1 support from the VSM's which will include feedback from Shift Coordinators. The VSM's will also be present in the House during the first volunteer shift for each volunteer.
12. Volunteers will also be entitled to attend reflection meetings for children that they have cared for.

## **Staff Vacancies**

13. If care team vacancies arise during the pilot project volunteers are entitled to apply. However it is important for staff not to raise expectations of the volunteers if they apply for paid roles and for volunteers to understand that being in the role of CSV does not guarantee a paid position.

## **Care Team**

14. The views of the care team are vital in this process and will help shape the role. It is also hoped that by gathering their views we will address any issues that they may have regarding the project.
15. For the Care Team and the CSV's to work as a team it's important for staff to attend Working with Volunteers training to give them a good insight into what is involved in supporting volunteers.

## **Project Review**

16. The project will be reviewed in September 2012 with reports circulated in October 2012. The review will look at all aspects of the project from the families, staff and volunteers.

## **Recommendations**

17. It is recommended that the Management Team agree to the piloting of this volunteer position.

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