

Volunteering brings all kinds of opportunities. It broadens your experience and boosts your confidence. It is a chance to be part of a team helping to change people's lives. Roles include:

**Day Therapy Volunteer** - serving refreshments, lunches, chatting to patients and assisting in activities thereby enabling the nursing staff to give individual attention to patients.

**Reception Volunteer** - welcoming patients, family members and visitors, receipting donations, answering the phone and taking messages, plus any other clerical duties.

**Volunteer Drivers/Escorts** - collecting patients from their homes in the minibus, bringing them to the Hospice for Day Therapy and returning them home at the end of the session.

**Fundraising** - assisting on supermarket collections or bag packs. Helping at events or delivering publicity materials to advertise events.

**Admin support** - general office tasks, taking phone messages, database inputting, filing, tidying, scanning or shredding.

**Charity Shop Volunteer** - assisting in one of our three charity shops, tagging and steaming items of clothing, re-stocking the shop and operating the till.

**eBay Team Volunteer** - selling donated items online, researching items, taking photographs, uploading information and packaging & posting items.

**Befriending** - visiting a patient or elderly person in their own home, thereby helping to alleviate loneliness. Visiting can be between Monday to Sunday, during the day or evening.

### **Rossendale Hospice is a charity**

Rossendale Hospice is a charity dedicated to improving quality of life for patients and families facing a life-limiting illness.

We rely heavily on generous donations from the people of Rossendale as we receive only a small proportion of funding to run our services from statutory sources like the NHS or Social Services.

### **We welcome your comments**

If you have any comments or suggestions to make about the information contained within this leaflet or you would like this leaflet in another language, please talk to a member of the team.

### **To make a complaint**

We hope that you will not have any reason to make a complaint about the service or the support the Hospice is providing but if you do, please speak to your manager or the Volunteer Co-ordinator at the time or telephone the Hospice on 01706 253633.

For a copy of our Complaints Procedure, please ask a member of staff.

Alternatively, if you would prefer to put your complaint in writing, please address it to:

**Rossendale Hospice  
New Cribden House  
Rossendale PHCC,  
161 Bacup Road  
Rawtenstall  
BB4 7PL**

**Tel: 01706 253633**

**Fax: 01706 218878**

**Email: [volunteering@rossendalehospice.org](mailto:volunteering@rossendalehospice.org)**

**Website: [www.rossendalehospice.org](http://www.rossendalehospice.org)**

Registered Charity No. 1008228



# Volunteering for Rossendale Hospice



# Rossendale Hospice is a charity that aims to improve the quality of life, through expert nursing care, compassion, understanding and emotional and spiritual support.

The Hospice cares for people in Rossendale who have a life-limiting illness and we always remember that you are a person and not just a patient.

The Hospice provides a range of services both in the Hospice and in the patients' homes. These include:

- Hospice at Home – supporting patients and their families in their own homes.
- Day Therapy – supporting patients to help them deal with the physical, emotional and social impact of living with a life-limiting illness.
- Support Nurses – helping patients and families to cope with long-term conditions, aiming to prevent unnecessary hospital admissions and GP visits.
- Counselling, hypnotherapy, mindfulness skills training, and Emotional Freedom Technique (EFT). We also offer counselling support to family members, carers and close friends who are affected by their loved one's illness; pre and post bereavement counselling for children, young people and adults who live within the Rossendale community.
- Complementary therapies such as aromatherapy, massage, reflexology and Reiki.



## Our Volunteers

More than 200 volunteers give their time to support our work on a regular basis, with lots more supporting our events and fundraising activities.

Without our volunteers we would not be able to help and support so many patients and their families, carers and friends in the Rossendale community.

People choose to volunteer with us for so many reasons. But all have one thing in common - the wish to support our work, our patients and our community.

*"The Hospice was there for my wife and supported me through a difficult time. I know she would want me to be doing this and giving something back".*  
Albert, Bacup

*"I really enjoy meeting people and feel that I am doing something really worthwhile".*  
Mary, Waterfoot

*"It's such a lovely warm place to be - everyone is so dedicated and friendly."*  
Husena, Bacup



## What skills do I need?

You don't need any special skills – but we will be happy to use any that you do have! Volunteers benefit from an induction and receive training. You are managed and supported as part of a team.

## How do I decide what role is for me?

We want to ensure that we make the best use of your skills and any expertise you may have. If you are not sure which role you are looking for and want to discuss this, please contact our Volunteer Co-ordinator.



## How much time do I need to give?

This depends on you and what you are going to do for us. Some roles can be flexible and whatever time you are able to give will be appreciated. Other roles require a more specific time commitment to ensure that we can deliver a reliable service to those who need us.

## How do I apply?

If you are over 16 and would like to offer your services or just find out more about volunteering at the Hospice please contact the Volunteer Co-ordinator on **01706 253633 Option 4** for an informal chat.

Alternatively, you can download an application form from our website on [www.rossendalehospice.org/volunteering](http://www.rossendalehospice.org/volunteering)