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HELLO AND WELCOME

As the newly-appointed Chairman of Northern Ireland Hospice, and on behalf of the Board of Trustees, I am delighted to welcome you as a volunteer. The Board of Trustees are a team of dedicated and passionate volunteers from all walks of life, and we are so grateful for your willingness to give your time and energy to Hospice.

We know that volunteering can be a very rewarding experience. It is a chance to make a difference in the lives of others, to learn new skills, and to build relationships with new people. We are confident that you will find great satisfaction and joy in your volunteer position with us.

We employed our very first Hospice Nurse back in 1983 and since then we have grown to be one of the leading specialist palliative care providers in Northern Ireland. We provide our care services to patients in our dedicated Hospice Units (Horizon House for children and Somerton Road for adults) and in homes across Northern Ireland.

Every year we provide care to over 3,500 babies, children and adults as well as their families. We only receive a limited portion of government funding to sustain our services. This means that our operations heavily rely on the generosity and support of the local community. Without this support, we would not be able to provide the high-quality and specialist care that our patients and families deserve.

For me, what makes the Hospice such a special place is the dedication and compassion of all our staff and volunteers. No matter where in the organisation you volunteer, your support allows us to continue to provide care and support for babies, children and adults with life-limiting and life-threatening illnesses, giving them and their loved ones a better life.

Our volunteers contribute a personal touch to care by generously donating their time and talents. Your voluntary service is an important contribution to the well-being of the patients and their families and will add to the warm and caring atmosphere with which we want to surround them.

This Volunteer Handbook is intended as a guide to support you and to ensure that best practice and our high standards are followed by each individual volunteer. I hope that you will find the information helpful; however, if you need support or guidance, please contact your Service Manager of the Department you are volunteering in – they'll be happy to help.

I look forward to seeing you in the Hospice and wish you well in your new role.

Yours sincerely,

Gerry Millar

Dr Gerry Millar MBE
Chairman



ABOUT US

We provide specialist palliative care to improve the lives of, and provide comfort to, babies, children and adults with life-limiting and life-threatening illnesses.

Our Adult In-Patient Unit

Somerton House is a modern, welcoming and comfortable space for patients with specialist palliative needs. We have 18 individual patient bedrooms. Our multi-professional team of specialists help patients to live well and in comfort as they manage their complex symptoms, as well as any unresolved social, emotional and spiritual issues as they approach the end of life.

At Hospice we see family and friends as an integral part of care and support, helping everyone adjust before and after bereavement. We also support people when they leave Hospice and return home with a comprehensive care package in place that has been developed for the needs of each individual.



**Northern
Ireland
Hospice**



**Northern
Ireland
Children's
Hospice**

Our Children's Services

We are the only Children's Hospice in Northern Ireland. Specialist palliative care is provided for children of all ages, with a life-limiting illnesses. Caring for a child with a serious illness can be extremely difficult and isolating. Our services are a vital lifeline to many local families.

At Horizon House, the Children's In-Patient Unit, families can come for Supported Short Breaks, allowing them to spend time together without the constant worry and stress of clinical care.

Care can also be provided in the family home, giving parents support, medical advice and hands-on care, allowing them to do the very simple things most people take for granted - like take a shower. Every day, our specialist team supports parents who are facing the unthinkable, the death of their child. We continue to support the family in the months and years after their bereavement.

Welcome to Horizon House



**Northern
Ireland
Children's
Hospice**



YOUR VOLUNTEER SERVICES TEAM

At Northern Ireland Hospice, we have two Volunteer Service Coordinators (VSC) and one Volunteer Service Administrator who work across our Adult and Children's Hospice services and act as a central point of communication for all volunteers.



Northern Ireland Children's Hospice Volunteer Service Coordinator.

Luighseach McCann

Luighseach McCann has been working as a VSC since 2008, initially working in our Adult services department before transferring to Children's services in 2017.

"My role as a Volunteer Coordinator is to coordinate, support and develop volunteering within Children's services to ensure efficient, effective delivery of services to children, families, and staff. I completed and achieved the Queen's University Effective Management of Volunteers certificate in 2009 and I was part of the organising team for the nomination of the Queen's Award which NI Hospice volunteers received in 2016.

"I was inspired to get involved in volunteering as my mum and dad both volunteered for Hospice. I believe everyone should get involved in volunteering at some stage throughout their life. Volunteering helps you share your skills, gain experience, be involved and give back all at the same time, but most importantly for me it makes me feel good".



Northern Ireland Hospice Volunteer Service Coordinator.

Sheila Hannon

Sheila Hannon has been working as a VSC in our Adult Hospice since December 2018.

"My role is to coordinate, support and develop volunteer services within the Adult Hospice in Somerton Road and to ensure its effective delivery to meet the changing needs of patients, families, and staff. This is challenging and rewarding in the increasingly complex society in which we now live post-COVID.

"Having been a volunteer myself in both the school and mental health sectors, I recognise the personal benefits to ourselves of volunteering as well as the immeasurable benefits it brings to organisations such as the Hospice and to its individual patients, their families, and friends. My job is to harness the support of our amazing volunteers to deliver that impact to the benefit of NI Hospice, and I really enjoy it".



Northern Ireland Hospice Volunteer Service Administrator.

David Craig

David Craig has been working as a Volunteer Service Administrator with Northern Ireland Hospice since 2021.

"I work across both Adult and Children's Services. I have administrated previously within finance, housing, legal, and general admin roles, and thoroughly enjoy the challenges within my current role along with the great team we have (both staff and volunteers). Outside of my work, you will find me either cycling on my road bike or enjoying a new coffee shop. (Often both happen at the same time.)

"I have volunteered in the past, both as a swim teacher and in a charity food bank. It is amazing to be able to give back, helping people and communities while meeting a lot of great people along the way. Giving up your time freely for the benefit of others is one of the most precious resources I believe we all have to give".

THE STAFF/CARE TEAM

Head of & Deputy Head of Services

The Head and Deputy Head of Services oversee the safe and high-quality care for children and adults at Northern Ireland Hospice and Children's Hospice. This includes our Adult In-Patient Unit at Somerton House, our Children's Hospice In-Patient Unit, in addition to managing our Specialist Community Nursing Teams and Hospice at Home Teams across Northern Ireland.

The Care Team Manager

They are responsible for ensuring the delivery of safe, high-quality care of the babies, children, adults, when staying in our care. They are also highly skilled and co-ordinate the symptom management and end-of-life care of those in Hospice.

The Care Team

Made up of registered nurses, healthcare assistants and senior healthcare assistants. Together, the team is skilled to meet all the care needs of those using the service. Supported by the Ward Clerk.

Physiotherapists/Occupational Therapists/Complementary Therapists

Meet the physiotherapy/occupational/holistic needs of those in our care.

Doctors

Our medical support in Horizon House is provided by a number of GPs who visit daily and are also available out of hours. Medical support in adult services is provided by palliative care specialist consultants and doctors.

Nursing Community Teams

A team of registered nurses and healthcare assistants who provide home-based support, enabling patients and their families to have a break. They are trained to meet the individual's needs and are also involved in end-of-life care at home.

Hospice Nurse Specialists and Community Nurses

'Key workers' for the patients and their families. They have a defined caseload and are the co-ordinators of the patients' care. They provide an important link with the wide range of professionals who support the patient across the statutory and voluntary sectors. They are highly skilled in symptom management and end-of-life care, providing emotional and psychological support for the patient and family.

Family Support Programme / Social workers

Family Support Team Leader

Provides emotional and social support for patients and their families in the Children's Hospice. They are the lead for child protection and safeguarding matters. They are responsible for the bereavement support service.

Social Worker Team

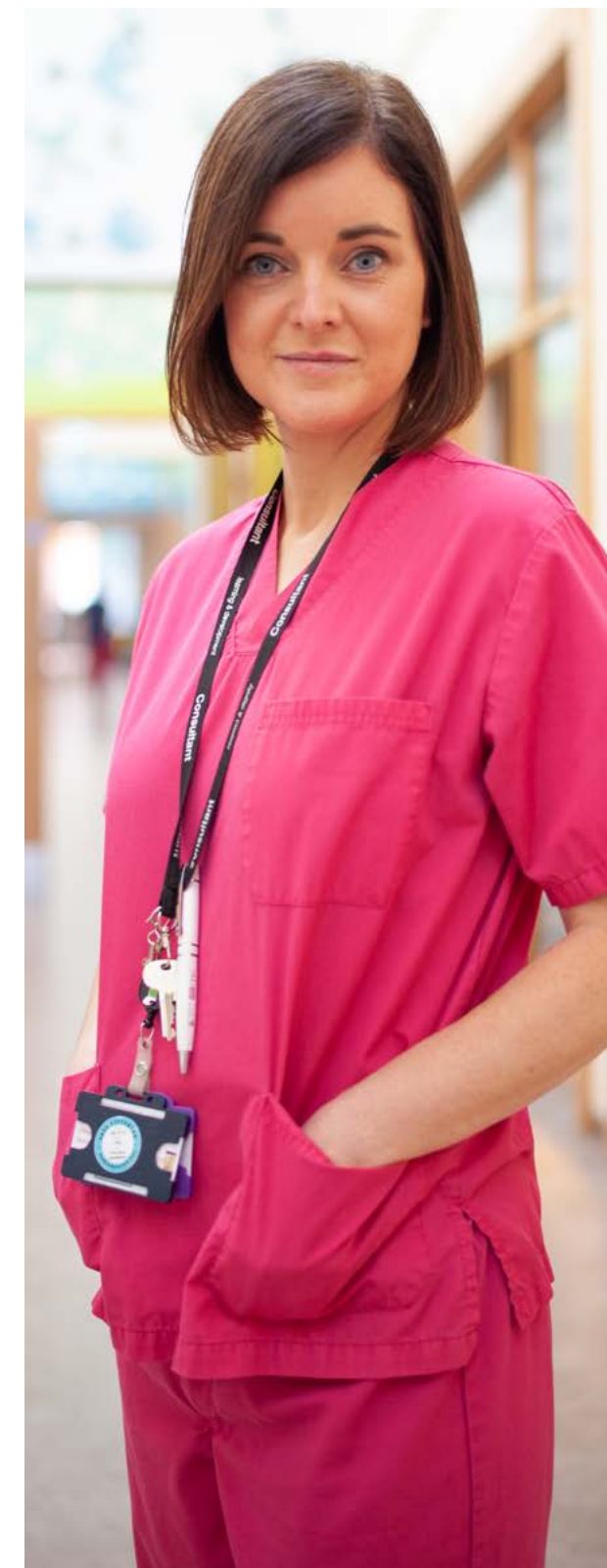
The Social Work Team in the Adult Hospice work in the In-Patient Unit and in the community, offering psycho-social and therapeutic support to patients and their families.

Catering and Housekeeping

Meet the catering needs of patients, families, staff and volunteers to provide nutritious food. Housekeeping maintains the cleanliness of our environment to ensure the safety of all using our facilities.

Administration Team/ Hospice at Home Admin/ Reception

Provide front of house, administration, clerical and key support to a multi-disciplinary team, and communicate with families.



OUR VOLUNTEERS

Volunteers are vital to the services we provide. Without you, we simply would not be able to offer the care and support which thousands of local people and their families across Northern Ireland need every year.

At Hospice, we are very fortunate to have over 600 volunteers who selflessly give their efforts, skills, experience, and enthusiasm to various roles across the organisation, from volunteering in our Hospice Shops, in the community in their roles as Support Group members, lending a helping hand with Hospice events and fundraising initiatives, and much more! **(Find out more about our different types of volunteering opportunities on page 21.)**

Volunteers help us with everyday tasks, such as; maintaining and improving our beautiful gardens, raising vital funds, administration duties on ward and reception, providing support to the Care Team, helping in the kitchen/pantry, cleaning. Many volunteers do more than one role, enjoying the variety!

Whether you're looking to make new friends, develop new skills, or enhance your CV, volunteering is a great way to achieve all three and we're very excited to have you on board.

Volunteer Roles

At Northern Ireland Hospice, we have a variety of volunteer roles across the organisation. These include;



Adult Services

- Reception
- Meet and Greet
- Pantry Volunteer
- Community Admin
- Drivers
- Ward Clerk



Children's Services

- Care and Support
- Reception
- Kitchen
- Housekeeping

Please note: as a volunteer you may wish to undertake various roles, or you may choose only to carry out certain roles and/or specialise in areas where you have specific skills or have a special interest. We will discuss this with you during the induction period.



YOUR VOLUNTEER JOURNEY

When you begin volunteering with Northern Ireland Hospice, you will receive support and guidance from your dedicated Volunteer Service Coordinator.

You can expect:

- A friendly and informative induction.
- An up-to-date volunteer role description.
- A welcome email with plenty of information about ways to keep in touch.
- A copy of this Volunteer Handbook.
- Information about our policies and procedures.
- Ongoing training and support throughout your time volunteering.
- To be formally introduced to the team member that will be on hand to support you with the day-to-day elements of your role.
- Regular communication from our Volunteer Services Team on important updates and news.
- Recognition and thanks.

Your training and induction

The training and induction process will vary for each volunteer role.

Inductions can be for groups or individuals, depending on the needs of the service at the time.

Training consists of online learning topics on our E-Learning platform, one-to-one shadowing in the selected role, practical guidelines for volunteering at Hospice, and refresher training.

We hope you enjoy your time volunteering with us but if you have any issues or concerns, please don't hesitate to get in touch with a member of the team in the first instance.



KEY POLICIES AND GUIDANCE

As part of our obligation and commitment to volunteers, NI Hospice has put in place several policies and procedures which form part of our volunteer support system. As a volunteer, you need to be aware of and comply with our policies.

Later in this section we have summarised some of the main policies and procedures which affect volunteers.

Your VSC will make you aware of these policies at your induction but if you would like any further information or guidance, please do not hesitate to contact us.

Mandatory Training Topics

- + Confidentiality
- + Complaints & Concerns
- + Risk Awareness
- + Manual Handling Awareness
- + Infection Control & Prevention
- + Fire Safety
- + Safeguarding Children & Vulnerable Adults
- + Boundaries

Ongoing Training

As a volunteer, you will be asked to update your mandatory training every one to three years, depending on the topic. Please note: If training is not updated within six months of its expiration time-frame, volunteer services are required to ask volunteers to step down from their volunteering role until their training is up to date.

The Volunteer Services Team monitors the completion of mandatory training. The topics below are the mandatory training topics that will be available online (and in person if required).

CONTINUES



Confidentiality/Data Protection (GDPR)/ Social Media

Patients, staff, and volunteers have a right to expect that their personal information will be treated as confidential; that it will be used only for the purpose for which it was given; that it will not be released to others without their explicit consent; and that it will be kept secure and safe from unauthorised access.

It is vital to respect the confidentiality of all patients, families, staff and other volunteer colleagues, and any other sensitive information that you may be aware of through your volunteering and not to disclose this to anyone else.

Access to information is on a 'need to know' basis, therefore not all staff members have access to patient and family-related information. This is also the case for volunteers.

Do not put yourself in a situation where you are expected to give information on a patient, e.g. you must not give any information to a third party in person, in writing or on the phone regarding any of the patients using our services. It is appropriate for you to answer the phone and take a message if no staff members are available.

All data held at NI Hospice is only used for the purpose for which it was collected. This includes data on volunteers, staff, donors, and service users. Should you learn of any information, this should be kept confidential and not shared with others inside or outside the organisation.



Social Media

The development of the internet has established new ways of communicating. Many of us choose to use services such as Facebook, Instagram, TikTok, Snapchat and Twitter to keep others informed of what is happening in our lives. However, the use of such services also brings with it responsibilities regarding the information we post.

If you have any concerns or want to get clarity on social media please email communications@nihospice.org or speak to the Communications Team at Alexandra House (directly behind Somerton House).

The social networking policy points out that:

- Staff and volunteers must maintain clear boundaries and act with integrity at all times regarding the people being cared for by our services.
- We must respect people's right to confidentiality.
- We must refrain from taking or sharing images, information, comments, photos from inside Hospice on any social media or internet site without approval from the Communications Team.
- Staff and volunteers should not have images on social networking sites that picture them in uniform, within Hospice grounds or with children, young people, patients, and families except where this is part of an approved Hospice communication.
- It is not appropriate for staff or volunteers to initiate or respond to requests from children, young people, patients, or families to establish social network 'friendships' while they are users of our service or while they are in receipt of bereavement support.
- If you are already friends with someone who is a service user or becomes a service user, let the Service Manager/ Volunteer Coordinator know as soon as you can.



Dealing with Complaints

It is good to hear when things are going well, and we encourage you to let us know when we are getting it right. It is even more important that you let us know if you have a concern or problem that needs to be addressed.

We have procedures in place to ensure that all problems, concerns, and complaints are dealt with swiftly and sensitively. If you come across any concerns, or if you receive a complaint from any of our service users, kindly reach out to a staff member for assistance.

Equality and Diversity

Northern Ireland Hospice aims to ensure equality for all service users, volunteers, employees, contractors, and suppliers, irrespective of gender, age, race, disability, religious belief, political opinion, social status, marital status, culture, ethnic background, sexual orientation, identity, or responsibility for dependents.

Diversity embodies the principles of fair treatment for all whilst understanding and respecting differences. Northern Ireland Hospice also recognises that people from different backgrounds can bring diverse ideas, and experiences that can make the work we do more efficient and our range of services better. NI Hospice believes that recognising and embracing differences and the principles of equality and diversity are central to patient care and service delivery.

Fire Safety - Horizon House and Somerton Road

The fire alarm is a continuous loud noise. On hearing the alarm your responsibility is to leave the building via the nearest available exit and make your way to the assembly point A at the top of the car park at Horizon House. The assembly point for Somerton House volunteers is located adjacent to the Old School House Cafe.

Please make sure you sign in and out every time you enter and leave the building, as this is our fire register and will be checked to ensure that everyone is accounted for. If you are welcoming families or visitors, please ensure they do the same.

Fire procedures for Northern Ireland Hospice are located beside all the fire alarms. Please familiarise yourself with the location of fire notices and alarms.

There is a weekly test/drill on each site that you do not need to leave the building for, and this will be notified to staff in the area/department, who will inform volunteers it is a drill.



Health and Safety

The Northern Ireland Hospice accepts its legal duties of care as set out in the "Health and Safety at Work (N. Ireland) Order, 1978" and other such legislation, but also its moral and ethical duties of care, not only to employees and volunteers, but to all other persons who may be affected by operational practices and procedures.

Every employee and volunteer involved with or representing the Northern Ireland Hospice is expected, as is their legal duty, to take all reasonable care for their own health and safety as well as that of anyone who may be affected by their acts or omissions.

Where any employee or volunteer observes anything which is or could be unhealthy or unsafe, they are expected to take appropriate action to deal with the problem and notify their immediate line manager.

Infection Prevention and Control

We follow strict infection control guidelines, and you will have received your online training and will be shown how to implement them during shadowing sessions.

All volunteers must wash their hands with soap and water or with the foam wash provided, before beginning your volunteer shift. Hands must be washed regularly and between contacts with different areas. We also require that volunteers do not come into the Adult and Children's Hospice if

you have a cold, cough, sore throat or any other bacterial or viral infections. If you feel unwell or develop symptoms relating to COVID 19, such as a high temperature, continuous cough or loss of taste and smell, **DO NOT ATTEND FOR YOUR SHIFT**, instead contact Volunteer Services or your Service Manager who will advise you on the next steps to take. Also, if you have had a vomiting or diarrhoea-related illness, you must be free of symptoms for 48 hours (72 hours if you volunteer in the kitchen/pantry) before undertaking a volunteer shift.



Personal and People Involvement (PPI)

NI Hospice is committed to the delivery of safe, high-quality specialist palliative care. Central to this is a commitment to ensuring that all children, young people, and adults using its services (personal), with their families and carers and the wider community (public), have meaningful opportunities to participate in a range of activities which inform service planning, delivery, and evaluation.

Volunteers have a role to play in this process of engagement. Please ensure that any comments or feedback on our services that you receive through conversations with patients, families or visitors are passed to the Nurse in Charge or Volunteer Service Coordinator. Furthermore, volunteers have the opportunity to give critical feedback via our Volunteer Reviews, although comments and feedback are always welcomed throughout the year.

Safeguarding Children and Vulnerable Adults

Confidentiality is critical in ensuring a safe environment. However, if at any point you have reason to be concerned about the safety or well-being of a child, young person, adult, or other family member using Hospice services you MUST discuss this with the Care Team Manager or VSC immediately. Keeping things to yourself in situations like this is never the right thing to do. Never promise to keep something secret. You will be required to attend updates in safeguarding training as part of your ongoing training.

To keep yourself safe in NI Hospice:

- Mobile phones are not permitted whilst on duty.
- **Never** take photographs of children, families, staff, or other volunteers.
- Don't be on your own with children/patients in private or small spaces such as their bedrooms or family accommodation (unless the task is part of your volunteer role).
- Don't take children/patients to the toilet or do anything of a personal nature.
- If babysitting, keep to the guidelines. See VSC for a copy.
- Check with the Care Team members regarding the appropriateness of a particular child sitting on your knee for stories, etc.
- Be careful how you touch children - some children are hypersensitive to touch and don't enjoy it, but others will. Again, check with the Care Team.
- Be aware that some children can be particularly fond of volunteers. It can be uncomfortable if children are overtly affectionate, and you don't know how to respond. Speak to the Nurse in Charge who will provide advice and can, if necessary, identify something different for you to do.
- Keep yourself safe - if you have any concerns, discuss them with the Nurse in Charge/VSC.



Access NI

NI Hospice uses the services of Access Northern Ireland (Access NI) to check the criminal records of potential volunteers and to therefore help assess the suitability of applicants for positions of trust. NIH will ensure that all Disclosure Information is handled confidentially, sensitively, and fairly, in compliance with Access NI's Code of Practice and relevant legislation.

NI Hospice is committed to re-checking Access NI for all volunteers every 3 years. All volunteers are expected to formally declare any changes to their criminal record to the Volunteer Service Coordinator when they occur. Depending on the nature of the criminal conviction, disciplinary action including dismissal may be considered in certain cases.

Smoking

We are a non-smoking organisation. If you wish to smoke, we request that you do this outside the Hospice grounds. You must wear a coat over your scrubs when smoking outside the premises. This includes E-cigarettes, which are not to be used or charged on Hospice premises. Please, remember to sign yourself out and back in if you take a smoke break– even if it is just for five minutes.

Full copies of all these policies are available - please contact Volunteer Services for more information.



PRACTICALITIES

Dress code

The dress code in NI Hospice is 'smart and professional'.

- Scrubs will be washed in-house, therefore once you remove them, please place worn scrubs in the soluble bags and place in the billy cart outside the changing rooms.
- Wear your Hospice logo name badge – it helps people get to know you.
- Wear shoes that are comfortable and with the toes covered.
- No nail polish, false nails, acrylic, or gel nails at any time in the kitchen/pantry (if you have gel nails, please wear disposable gloves).
- Tie your hair back out of the way (Excluding reception or administrative roles).
- If you volunteer in the kitchen or ward, please follow the "Bare Below the Elbow" policy - meaning you should not wear any bracelets, watches, or rings (other than a plain, simple wedding band).

Absences and Off 'til Further Notice (OTFN)

Absences: If you are on holidays or need to miss a shift please give as much notice as you can so that we can secure cover for your shift. Please email or phone through absence dates ASAP to the Volunteer Services Team.

Alternatively, you can be added to the active volunteers WhatsApp group where you can ask fellow volunteers to cover your absence. The Volunteer Services Team can add you to this once you start.

If you need to cancel or call in sick at short notice

In hours (Mon-Fri 9-5pm) – please contact the Volunteer Services Team to record your absence, if out of hours please call 02890 781836 and discuss with the nurse in charge. It is helpful if we know this as soon as possible so that we can try to arrange alternative cover. If you take ill on duty you must see the Nurse In Charge immediately and may be asked to go home.



If you are having difficulties with attendance, please discuss this with the VSC. There may be something practical which can be done to help the situation. Also, if you decide that your volunteering role is no longer suitable for you, please discuss this with us as soon as possible. We appreciate that circumstances can change. However, for the smooth running of the service, we need to be able to plan both on a day-to-day basis and in the longer term.

OTFN: Volunteer Services staff will accommodate a volunteer break for up to 9 months. If a volunteer has a regular shift that they are unable to cover for a period of more than 1 month to 9 months, we will cover this on a long-term temporary basis. This volunteer will then be recorded as **Off 'til Further Notice (OTFN)**. However, if after 9 months the volunteer is still unable to return to their shift, and their mandatory training is out of date, then the volunteer must update their training before they return to the Hospice.

Every effort will be taken to ensure that individual circumstances are taken into account, but the smooth running of the service must be the priority. If you would like to discuss the procedures regarding OTFN, please speak to the VSC.

Regular shifts and emergency cover

Some people prefer to have a permanent regular shift, i.e. the same day and time each week, or every other week, whilst some people prefer to provide 'ad hoc (bank) cover' and vary their days and times according to fluctuating needs when other volunteers are on holiday or off sick. If a volunteer has a regular shift that they are unable to cover for a period of more than one month but less than nine months, we will cover this on a long-term temporary basis. However, if after nine months the volunteer is still unable to return to this shift, then the shift will be advertised as a vacancy.



Expenses

NI Hospice volunteers are entitled to be reimbursed for out-of-pocket expenses incurred as a direct result of their volunteering duties. Expenses cannot be built up over a number of months and then submitted, they must be claimed for the month they occur. Volunteer expense forms need to be submitted and given to the Service Manager by the 3rd of each month for payment at the end of the month. We can only pay expenses on a monthly basis and payments will be made by BACS payment when set up in advance.

Drivers will receive reimbursement for any mileage incurred on NI Hospice business in the course of driving duties for patients and their careers. The rate of payment will be 44p per mile for the first 10,000 miles and 25p per mile thereafter. This rate of payment ensures that there are no tax liabilities for the volunteer driver or NI Hospice. Reasonable adjustments will be made in relation to travel for those with a disability. We would encourage all volunteers to claim the costs of their volunteering, within reason.

Volunteering will not affect a person's entitlement to benefits as long as they are only receiving reimbursement of genuine out-of-pocket expenses, and there is no limit to the number of hours a person can volunteer when they are receiving benefits.

However, you should advise your social security office of your volunteering activities. It is your responsibility to do this; however, we will give as much help as we can by supplying a letter to your social security office indicating how many hours you will be volunteering on average and confirming that this is an unpaid role. If you have any questions about this or wish us to provide such a letter for you, please contact the VSC.

The Volunteer Expenses Claim Form should always be used. These can be obtained from the Volunteer Team. Please ensure all relevant details are filled in, especially the address and telephone number. Give accurate details of journeys completed and if using your car, insert the mileage in the appropriate column. If claiming public transport fares, please ensure you write in the cost of each journey and attach used tickets or receipts.



Communication

We use email/text as our main method of communication. It is the responsibility of volunteers to ensure they keep up to date with communications and check their email/text regularly. Volunteers are emailed relevant information on a daily, weekly and monthly basis..

The volunteer notice board is another source of information for all volunteers. In addition, volunteer meetings may be held at various times of the year to update volunteers, giving them relevant information on volunteering with us.

The Volunteer Services Team will also communicate with you regarding specific information and events. Please let us know your preferred means of communication, whether this is by post or email. We do most of our communications by email to keep costs to a minimum. Please keep your contact details up to date, as we may need to contact you at short notice with important information.

Volunteer Review

We plan to communicate with volunteers to review your volunteer experience. This may be face-to-face, through email or by a short questionnaire. We value your feedback and consider it important to also provide feedback to you.

Changing your volunteer role within NI Hospice

On your application form you may have indicated an interest in different areas within Hospice, but may have only been interviewed for one or two of these, as there was no need for additional volunteers in another area in which you had an interest. During the interview stage, you will be informed about the specific position(s) you are being interviewed for, and will receive training for the selected role.

If at a later stage a need arises for different areas of volunteering, you may be able to switch roles (if you meet the criteria of the role) or add another role onto your volunteering activities. Please speak to the VSC if this is something you wish to do.



Looking After Yourself

NI Hospice is a unique volunteering experience, and we hope that it is a positive and fulfilling opportunity for you. We recognise that part of this uniqueness is that you may see and hear things that are difficult or upsetting at times. Should this happen we encourage you to talk about this to the VSC. You will need to take personal responsibility for yourself and your own well-being, but support is always available if you need it - please do not hesitate to receive it if necessary.

Volunteer Drivers

(note refers to **Adult Services and Corporate/Commercial Services**)

Prior to starting volunteer driving duties with us you will be required to provide the following details:

- Details of your car
- Copy of your full driving licence (to include part 2 of your driving licence)
- Copy of your car insurance
- Proof that your car has successfully passed its most recent MOT

You must advise us if there are any changes to either your licence (e.g. penalty points) or your car details (e.g. if you change your car). You are required to provide us with copies of the above details on an annual basis.

Car insurance – most insurers will allow volunteers to use their cars for volunteering duties without any additional premium. Owner-drivers must tell their insurance company in writing that they will be driving in a volunteering capacity; otherwise, the policy can be invalidated.



OTHER VOLUNTEERING OPPORTUNITIES

In addition to our valuable volunteers serving in various roles across our Adult and Children's Hospice services, we are very fortunate to have dedicated individuals supporting us in other volunteering roles throughout the organisation.

These incredible volunteers selflessly donate their time, skills, and expertise by volunteering in our Hospice Shops, out in the community in their roles as Support Group members, lending a helping hand with Hospice events and fundraising initiatives, and much more!

Read more below about some of the ways our wonderful volunteers support us in various roles across the organisation.

Hospice Shops

Our Hospice Shops are not just filled with stock; they are brimming with the energy and dedication of 550 incredible volunteers! These wonderful individuals form the backbone of our 24 stores and work tirelessly to ensure their smooth and successful day-to-day operations. Our Hospice Shop volunteers help us in a range of roles from, visual merchandising, to sorting donations, and much more! If you require more information about volunteering in one of our Shops, email: retail@nihospice.org

Corporate Volunteers

We are very fortunate to receive support from the local business community who volunteer their time, skills, and expertise through a wide range of roles. Our corporate volunteers help with everything from volunteering in our Adult or Children's Hospice gardens, in our Hospice Shops, to helping at fundraising events. We simply could not continue to deliver our invaluable services without their support and generosity. If you require more information on our corporate volunteer opportunities, email: corporates@nihospice.org



Support Groups

At NI Hospice, we have a dedicated network of Support Groups made up of amazing volunteers who have a connection to us and our work. These volunteers actively raise awareness and funds for Hospice by planning and organising fundraising events throughout the year in their local area. The unwavering dedication of our Support Group volunteers helps us continue providing compassionate care to those who need it most. If you would like more information on joining one of our Support Groups, or to find out more, email: fundraising@nihospice.org

Fundraising Volunteers

Our fundraising volunteers play a key role in supporting Hospice campaigns and activities. From stewarding events to representing Hospice at internal and external events, and much more, our fundraising volunteers don many hats and lend their support in various impactful ways. If you're interested in learning more about our fundraising volunteer opportunities, feel free to reach out to us at fundraising@nihospice.org

Northern Ireland Hospice could not continue its work without the help and support provided by volunteers who give their time and energy so selflessly. Your contribution really will make a difference in the lives of local people.

VOLUNTEER AGREEMENT

I hereby agree to adhere to the above stated Policies and Guidelines of Northern Ireland Hospice.

I understand that failure to adhere to these Policies and Guidelines may affect my volunteer role within the Northern Ireland Hospice.

Print Name:

Signature:

Date:



THANK YOU!

Give a little 
GAIN A LOT



Northern
Ireland
Hospice



Northern
Ireland
Children's
Hospice

Thank you for
your time, energy,
willingness, and commitment
to help support local people
living with life-limiting and
life-threatening illnesses.

USEFUL CONTACT NUMBERS

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