



# Ward Support Volunteer

*A unique opportunity to work directly with patients!*

## OUR PROGRAMME

Are you interested in a career in Healthcare?

Would you like to gain some hands-on experience working with patients?

Do you want to know what it's like to work on a ward with multi-disciplinary teams? Are you curious to see compassionate care in action?

If yes to all of the above (and you are aged between 17-19 years by March 2027), this could be the programme for you!

It runs for a total of 25 weeks from March - August 2027

Applications close on 22 November, and interviews will be arranged for dates in December 2026

## WHAT YOU WILL DO

Our Ward Support Volunteers get amazing opportunities on every shift to care for patients and support our In-Patient Unit (IPU) staff.

Activities include:

- Interaction with patients, including initiating conversations and sitting with them to keep them company
- Interaction with family and friends to provide information and orientation
- Prepare patients for and assist with supper and eating requirements
- Assist nursing staff with hygiene requirements and repositioning of patients as necessary
- Restock clinical and patient rooms
- Observe clinical procedures and the use of IPU equipment when appropriate - you are encouraged to ask nursing staff if you are curious about specific elements of care or clinical procedures
- Answer call bells as directed by nursing staff
- Report any observed patient changes to nursing staff
- Complete workbook activities through discussions with nursing staff



Princess Alice  
Hospice

Princess Alice Hospice  
is a centre of  
excellence.

We **believe** that end of life care is about helping people **live every moment to the full**, in comfort and dignity. It's about creating a space, whether in our Hospice or at home, where **families** can enjoy **special** moments and make precious **memories**.

Every day we're improving our services. And we've made it our **mission** to reach even **more people** with the **expert** end of life **care** everyone deserves.



*During my time here, I've learned so many valuable skills and had the chance to communicate and connect with a variety of different people. It has truly been an amazing and rewarding experience.*

*Saida, Ward Support Volunteer: March – September 2026 Programme*



## TIME COMMITMENT

- 1 x 4 hour shift on the same day each week, from 4.30pm – 8.30pm for a total of 25 weeks w/c Sunday 7 March
- Available to attend an interview in December
- Available to attend one day of mandatory training, held on Saturday 6 March 2027. This training is mandatory and cannot be rescheduled

## YOU WILL...

- Be a team player and become part of our IPU team
- Proactively seek out opportunities to assist staff and patients
- Show sensitivity to patient needs and be able to maintain confidentiality at all times – both inside and outside the Hospice
- Follow instructions regarding patient requirements
- Be a good listener and have good communication skills
- Take a non-judgmental, calm, empathic approach
- Commit to demonstrating our ICARE values
- Develop new skills and confidence
- Gain a practical understanding about compassionate end of life care
- Have fun
- Awarded a Care Certificate, subject to successful programme completion

## WE WILL...

- Set you up for success with one day on-site training programme and eLearning modules
- Support you throughout the programme and schedule regular reviews with a dedicated buddy
- Reimburse you for pre-agreed travel expenses
- Invite you to the graduation ceremony to award Care Certificate

Our values inspire us and ensure that our care is nothing short of outstanding – every time, for every patient and family. Do you share them? If the answer is 'yes', you could be one of those special people we're looking for to join our team!

**I - Integrity**

**C - Compassion**

**A - Accountability**

**R - Respect**

**E - Excellence**

If interested in becoming a **Ward Support Volunteer**, we'd love to hear from you!

**Start your  
volunteering journey  
here:**



If you have any questions, please contact the Volunteering Team:  
[volunteering@pah.org.uk](mailto:volunteering@pah.org.uk)  
Phone: 01372 461 856

@PAHospice

