

Staff and Volunteers at ACCORD Hospice are responsible for:

- providing a quality service for patients and their families
- complying with all ACCORD policies and procedures
- ensuring confidentiality at all times regarding patients and their families

Suggestions, Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff.

If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:

Mrs. Helen Simpson
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:

Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
EDINBURGH
EH12 9EB

Telephone: 0131 623 4300
www.healthcareimprovementscotland.org

If required this leaflet is available in other languages & formats

Volunteering Opportunities



Information for Volunteers



Volunteer Team at ACCORD

This is a brief outline of the tasks volunteers undertake throughout the various departments within and out with the Hospice.

Reception

Volunteers act as a first point of contact with all users of the Hospice and Gleniffer Outreach. Activities include dealing with telephone calls, paging, taking and passing on messages and ensuring that all visitors sign in and out of the Hospice. Assist with tasks for Fundraising and Administration Departments e.g. putting letters into envelopes. Donations and equipment are also handed in at reception. A pleasant and friendly attitude with good communication skills is required.

Administration

Knowledge and skills in general office work is desirable e.g. - using phone, computer and other office equipment. Involved with making up case notes and ability to input data on computer required. Good communication skills and ability to work as part of a team desirable.

Fundraising

We require volunteers to help with a variety of fundraising tasks:

Summer Fayre (June) & Christmas Fayre (December) - help required to run stalls; Bucket Collections (2 or 3 per year) – 1 hour slots; Stewarding at Events – help required with registering participants and stewarding entrants; Mailing (March & September) – filling envelopes with ACCORDian magazine and flyers to be sent out to supporters; Other Activities – help required occasionally with stocktaking, making up appeal boxes, wrapping presents, general administrative tasks

Shops

Volunteers work in shops receiving and selling donated goods (sorting and pricing of these goods required prior to selling). Basic housekeeping of shop premises also required. Pleasant and friendly manner with good communication skills and ability to work as part of a team.

Drivers

Drivers who are able to use their own cars to provide transport for patients who do not have their own means of transport and who are unable to use or access public transport. Patients require transport to and from hospital appointments, Hospice appointments and Day Therapy Unit. A clean driving licence is essential and drivers should have a well maintained and roadworthy vehicle. Good communication skills, understanding and patience are required. Expenses will be re-imbursed

Day Therapy Unit (DTU)

Volunteers with a pleasant and friendly attitude who enjoy working with people and are able to interact with patients attending the Day Therapy Unit. The role involves working with, and under the direction of, the DTU staff, assisting with the serving and clearing of meals at lunchtime; general cleaning duties; and includes engaging with and encouraging patients to be involved with activities including art, crafts, baking and quiz sessions.

In Patient Unit (IPU)

Volunteers are required to assist with the serving and clearing of meals in the IPU

Gleniffer Outreach Volunteers

Volunteers should have a pleasant and friendly attitude and enjoy working with the general public. The role involves welcoming visitors to the Outreach Centre and assisting with general administrative duties. Ability to listen and be able to direct visitors to the appropriate area for their enquiry.

Bereavement Support

Volunteers should be in possession of a counselling qualification or be willing to participate in the in-house training provided. Counselling services take place in the Hospice and at the Gleniffer Outreach.

Complementary Therapy

Volunteers should be in possession of a complementary therapy qualification and up-to-date insurance. Therapy sessions take place in the Hospice and at the Gleniffer Outreach

Gardeners

Volunteers required to assist with the maintenance of the Hospice garden.

Flowers

Skilled flower arrangers to sort flowers gifted from funerals and weddings that are then displayed throughout the Hospice

To become a volunteer at ACCORD

Volunteers make up a key part of the ACCORD Hospice team. Much of the care given would not be possible without the tireless work of a very large number of volunteers.

If you would like to volunteer to work with ACCORD Hospice please contact us for an application form or download one from our website.

If you would like further information about any of the volunteer roles outlined in this leaflet please give us a call or email volunteering@accord.org.uk and our Volunteer Co-ordinator, Jennie Durward will be happy to assist you.