

VOLUNTEER ROLE DESCRIPTION

Role Title	Look Good Feel Better (LGFB) workshop volunteer
Department/Shop	Patient and Family Service
Location	In Patient Unit (The Hospice) at Myland Hall and JT Centre
Reporting To	Complementary Therapy Team Lead

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena complementary therapy volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace.
- The opportunity to make new friends with your peers and local communities.
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement.
- Full support of a specified line manager within a dedicated team.
- Volunteering has been proven to help improve mental health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena, so you feel part of the team
- Gives you a sense of purpose – the feel-good factor!

Role summary

St Helena co-works with the Look Good Feel Better charity (<https://lookgoodfeelbetter.co.uk/>) by hosting and providing workshops to our patients with a cancer diagnosis. These workshops give practical advice and support to people living with cancer and who face emotionally challenging experiences while living with cancer.

Every workshop offers an invaluable opportunity to talk to others in a similar situation, whilst helping support people with their changing appearance. People leave LGFB workshops feeling empowered, motivated and less isolated – allowing them to look good but feel even better. Applicants will need to register on the LGFB volunteer site if successful and subject to their approval

Applicants must be over 18 years of age and an enhanced adult & child DBS check will be carried out for this role.

Main duties of the role

- Provide LGFB workshops in accordance with the complementary therapy policy and procedure, as well as the code of ethics and practice..
- Assess patients' treatment and documentation of given treatment and patient response.
- Uphold the confidentiality guidance in all matters relating to the patient or their family.

- Be generally aware of patients' needs and always ensure the dignity of the patients.
- Maintain good infection control practices at all times
- Prepare the LGFB workshop before and tidy away afterwards
- Adhere to the dress code requirements.
- Seek support and advice when needed.
- Provide feedback, including reports of any adverse effects, to the Complementary Therapy Lead.
- To undertake any other tasks as requested/deemed appropriate with the nature of the role.
- Complete all paperwork and feedback clearly and objectively
- Adhere to relevant and current protocols for the practice of the LGFB workshops.

Training & supervision

We will provide you with the LGFB registration links, and any training links they expect as stated on the website.

Other training includes:

- There will be an induction to the hospice and all volunteers must undertake mandatory health and safety and equality and diversity training. In addition, all volunteers in a patient facing role have to undergo an enhanced Adult & Child DBS check, undertake safeguarding, accessing personal information (medical record information) and lone working training
- To undertake an induction into the LGFB workshops and CT team
- To attend meetings/supervision

Experience & qualifications required

- You will need to be qualified and hold the appropriate certifications in the relevant practice:
 - L2/L3+ Beauty therapy (with facial skin care and makeup units)
 - Work for a cosmetic brand, and 1+ years' hands on experience in skincare and make-up application.
- You will also need plenty of enthusiasm, a positive attitude and the true desire to make a difference.

Personal attributes

- Ability to work in a team and conduct the workshops as expected by LGFB
- Be compassionate and empathetic, demonstrating sensitivity to patient/ client physical, emotional, mental and spiritual needs and wellbeing
- Ability to use initiative and be innovative
- Respectful of other's differences and choices
- Reliable, organised honest and punctual
- Maintain confidentiality and GDPR at all times
- Be emotionally resilient to work in this type of care setting
- Recognise own boundaries in the therapeutic relationship and limitations of the role and seek support when needed