



Sheffield's Hospice

## Volunteer Task Profile Digital Skills volunteer

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**Volunteer Lead:** Activities Manager

**Hours:** Tuesdays, Wednesdays And Thursday Flexible Hours between 10am to 3pm

**Available to:** Volunteers aged 18+

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### Introduction

At St Luke's, Sheffield's Hospice on Little Common Lane we care for and support people who are living with advanced and often complex illnesses, their families and carers.

We are committed to ensuring that life is lived as fully as it can be for each individual we support and we support thousands of people each year, but we need to reach more people across Sheffield, particularly at earlier stages in their illness.

Our Ecclesall Road South Site is for people and their loved ones who have a palliative condition at any stage of that journey, offering relaxation and wellbeing, practical support and above all, fun! A range of activities and social events are available, as well as the opportunity to just relax in a homely atmosphere with beautiful gardens.

We are looking for enthusiastic and confident volunteers who can support our clients with enhancing their digital skills. It's important that you are patient and have good communication skills and listening skills.

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### What does this role involve?

We do require support with the following:

- Liaise with clients on a range of digital skills, depending on their needs
- Greet visitors in a friendly and welcoming way
- Have a positive attitude
- Be patient and have the ability to communicate slowly and at the clients pace
- Be able to answer any queries people may have within the session
- Provide support with basic IT skills such as how to use whatsapp / facebook on phones and tablets
- Online shopping
- Accessing Wifi codes
- How to download our App (Mind Body)
- How to be mindful of scams – emails / phone calls
- Maintain a high level of client confidentiality at all times.

### What skills and abilities are needed?

- Good communication and listening skills
- Proactive and self-motivated
- Ability to use your own initiative
- Patience

**We do not require you to:**

- Assist in client or visitor counselling.
- Discuss client's personal details on the phone or in person.
- Assist clients in a clinical capacity, such as assisting them to use the toilet or assist with their mobilisation.
- Book clients onto session.
- Take any personal information from clients.

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**Benefits**

- Gain experience of working in a caring profession
- Opportunity to help people to improve and make the most of their lives despite the fact they are affected by an illness that has no cure.
- Opportunity to meet and work with interesting diverse people
- Opportunity to give back to the community in a direct and meaningful way
- Get job references and develop a portfolio of skills training gained
- Reasonable travel expenses paid (in line with the volunteer policy)
- Develop team working skills
- Develop customer service skills
- Gain valuable experience for your university/college application

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**Training**

- St Luke's Induction
- Signposting Information

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**Other requirements**

- Be a minimum of 18 years
- display the identification badge at all times
- Have a current enhanced DBS check generated by St Luke's Hospice
- Abide by the Health & Safety at Work Act.
- Attend Health & Safety and Infection Control training
- Respect confidentiality applying to all St Luke's areas.
- Adhere to St Luke's policies and procedures.
- Comply with the St Luke's no smoking policy.
- Participate in and contribute to team meetings (if applicable)
- Co-operate and liaise with departmental colleagues.

**Contact Information:**

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