



Volunteer Lead: Clinical Facilitator

Hours: Flexible, depending on training schedules.

Available to: Volunteers aged 18+

Purpose:

To support the delivery of St Luke's training courses by taking on realistic, scenario-based acting roles that help clinical and non-clinical staff develop communication, empathy, and confidence in challenging situations.

Volunteers must be comfortable dealing with what might be emotive, challenging and complex role play scenarios, with reference to health conditions, death and dying.

Role Overview:

Volunteer Actors play an essential part in enhancing the quality of St Luke's education. Through role-play and simulated scenarios, they assist trainers in creating meaningful, high-impact learning experiences for staff and volunteers. Scenarios may include communication skills, difficult conversations, safeguarding, dementia awareness, bereavement support, or patient-centred care.

Key Tasks & Responsibilities:

- **Participate in scheduled training sessions** by performing scripted or semi-improvised roles based on real-world hospice situations.
- **Portray a variety of characters**, such as patients, relatives, carers, or members of the community.
- **Collaborate with educators / facilitators** to understand the scenario objectives and desired learning outcomes.
- **Provide constructive feedback** to participants (when appropriate), reflecting on how their communication made you feel in the role.
- **Maintain confidentiality** regarding training scenarios, participant performance, and any sensitive information discussed.
- **Adhere to St Luke's values (Caring-Pioneering-Respectful)**, ensuring sensitivity, dignity, and respect in all interactions.



- **Attend briefing and debrief sessions** with trainers / facilitators to ensure consistency and psychological safety for all involved.

Skills & Qualities Required:

- **Good communication skills** and confidence in interacting with a range of people.
- **Ability to follow direction**, while also being comfortable with light improvisation.
- **Reliability and punctuality**, especially for scheduled training events.
- **Empathy and emotional awareness**, with sensitivity to complex health matters and end-of-life care topics.
- **Comfort with role-play** that may involve emotionally challenging and complex scenarios (support is provided).
- **Respect for confidentiality** and professionalism.

Time Commitment:

- Flexible, depending on training schedules.
- Typically, 2–6 hours per session, with advance notice provided.
- Volunteers can choose how often they wish to be involved.

Support & Supervision:

- Full briefing before each session and support throughout from the Training/Education Team.
- Regular check-ins to ensure wellbeing and comfort with ongoing participation.

Training Provided:

- Introduction to St Luke's values and communication principles.
- Role-play guidance and scenario-specific briefings.
- Opportunities for ongoing skills development related to simulation acting.

Benefits of the Role:

- Contribute meaningfully to high-quality training that directly improves patient and family experiences.
- Join a supportive team and gain experience in role-play and communication work.
- Use creativity and emotional intelligence in a highly meaningful setting.
- Enhance personal confidence and people skills