

Volunteer Role Descriptions

MAKING EVERYDAY BETTER FOR THOSE IN OUR CARE



LAURALYNN
VOLUNTEER



LauraLynn
IRELAND'S CHILDREN'S HOSPICE

Table of Contents

| | |
|-----------------------------------|-----------|
| Practical Home Support | 1 |
| Maintenance Support | 2 |
| Housekeeping Support | 3 |
| Events Team | 4 |
| Driver | 5 |
| Buddy Programme | 6 |
| Babysitters Club | 7 |
| Administration Support | 8 |
| Activity Assistant | 9 |
| Driver / Vehicle Support | 10 |
| Fundraising Representative | 11 |





1. Practical Home Support

About the Role

We are now also providing practical support to LauraLynn within their own home to reduce the burden of daily tasks. A volunteer will be matched with one family to visit weekly/fortnightly to build a relationship and support the family with practical support tasks (see below):

| Type of Role | Time Commitment | Primary Location |
|--|--|---|
| <ul style="list-style-type: none">The role requires working directly with a family in their own home | <ul style="list-style-type: none">Weekly / FortnightlySpecific times agreed with your matched family2-3 hours per visit6 -12 month commitment to matched family | <ul style="list-style-type: none">Family Home |

Person Specification & Role Requirements

- Volunteers should be over 18 for this role
- Must have full clean driving license
- An interest in the wellbeing and sensitivity to the needs of families and children who LauraLynn offer care and support to
- A warm, friendly and approachable personality
- Welcome diversity, accepting of different family situations and cultures
- Ability to demonstrate good communication skills – listening to and engagement with different age groups and abilities of family members
- Reliability, flexibility and good organisational skills to suit changing situations
- Ability to use own initiative and to follow guidance as and when appropriate
- An ability to recognise the importance of and work within the boundaries of the role and within the organisation's policies and procedures
- An understanding of the importance of safeguarding and of confidentiality
- A willingness to undertake appropriate training to gain an understanding of the role
- Volunteers must complete moving & handling training to meet the needs of this role





Practical Home Support

Tasks

Supporting families with 'everyday' tasks – these will vary and be dependent on the family's needs and the skills you bring. They may include:

- Housekeeping – hoovering, ironing, changing beds, general tidying
- Meal preparation
- Practical sibling support – assisting with homework, spending time with siblings, playing
- To assist with administrative activities such as; keeping accurate records of visits to the family and ensuring feedback to family support co-ordinator / volunteer co-ordinator

Training

Required

- Induction training (1hr in person)
- Infection control (1hr online)
- Introduction to children's first (90mins online)
- GDPR (1hr online)
- Manual handling (90mins online)
- Role specific training as needed

Recommended

- Fire safety (90mins online)
- Safeguarding for vulnerable adults (60mins online)

Support & Supervision

- Volunteers will work closely with and be guided and supported by the family support coordinator during the duration of the contract with the family you are matched.
- Volunteers will be supported by the volunteer co-ordinator. The volunteer co-ordinator will complete the volunteer supervision.

Additional Information

- Following advance agreement with the volunteer co-ordinator mileage costs to and from your family visits will be reimbursed.





2. Maintenance Support

About the Role

LauraLynn is a large multi-functional site. The facilities team are responsible for maintaining all buildings, gardens, vehicles and equipment to a high standard. Maintenance volunteers work directly with the facilities team to regularly check all elements of the service are working as expected and provide logistical support.

| Type of Role | Time Commitment | Primary Location |
|---|---|--|
| <ul style="list-style-type: none"> • Behind the scenes | <ul style="list-style-type: none"> • Weekly (office hours) • Monthly (weekends) • Project based (Blitz days) | <ul style="list-style-type: none"> • Grounds of LauraLynn |

Person Specification & Role Requirements

- Our volunteers should be kind & good humoured
- Our volunteers should be respectful
- Our volunteers should have a keen sense of fun
- Our volunteers should be flexible
- Our volunteers need to be able to work as a team or as an individual
- Maintenance volunteers with interest in DIY would work well
- Our volunteers should be of reasonable health, some tasks include bending & lifting

Tasks

Volunteers assisting the facilities/support services team assist the team in day to day activities. These can include but are not limited to; painting, varnishing, room setup, maintenance of vehicle fleet, hanging pictures, store room management, assisting with deliveries, stock control, office moves, landscaping, car washing, power hosing and general site maintenance.



Maintenance Support

Training

| Required | Recommended |
|--|---|
| <ul style="list-style-type: none">• Induction training (1hr in person)• Infection control (1hr online)• Introduction to children's first (90mins online)• GDPR (1hr online)• Safeguarding for vulnerable adults (60mins online)• Role specific training | <ul style="list-style-type: none">• Manual handling (90mins online)• Fire safety (90mins online) |

Support & Supervision

- Volunteers will link in with the person in charge as they arrive to each shift.
- Volunteer co-ordinator has overall responsibility for the volunteer programme and will complete volunteer supervisions.

Additional Information

There are two defined roles within maintenance support. One role is regular weekly support to the maintenance and facilities team, the other is project based and ad-hoc when we would pull in a team of volunteers for defined time periods.





3. Housekeeping Support

About the Role

LauraLynn prides itself on the quality of service we deliver to all service users and their families. We are always striving to develop our service and maximise our limited resources. Housekeeping support volunteers perform an essential role of maintaining a high level of housekeeping for any residents on site. Tidy house tidy mind, our housekeeping support volunteers support our nursing teams to ensure the residents have the best environment possible meeting our high infection control policies and standards.

| Type of Role | Time Commitment | Primary Location |
|---|---|---|
| <ul style="list-style-type: none">• Behind the scenes | <ul style="list-style-type: none">• Regular Weekly Shift (2hrs) | <ul style="list-style-type: none">• Care Areas & bedrooms |

Person Specification & Role Requirements

- Our volunteers should be kind & good humoured
- Our volunteers should be respectful
- Our volunteers should be flexible
- Our volunteers should to be able to work as a team or as an individual
- Our volunteers with good organisation skills and love of housework will excel

Tasks

LauraLynn is a home from home for many of our service users and their families. We try to make the environment as friendly and homely as possible. Housekeeping support volunteers will support the nursing team to ensure LauraLynn is clean, tidy and meeting infection control standards.

- Making beds
- Deep cleaning beds
- Mopping
- Washing & ironing
- Tidying wardrobes
- Hoovering
- Dusting
- General cleaning





Housekeeping Support

Training

Required

- Induction training (1hr in person)
- Infection control (1hr online)
- Introduction to children's first (90mins online)
- GDPR (1hr online)
- Safeguarding for vulnerable adults (60mins online)
- Housekeeping support training (2hrs)

Recommended

- Manual handling (90mins online)
- Fire safety (90mins online)

Support & Supervision

- Volunteers will link with the person in charge as they arrive to each shift.
- Volunteers are also supported by staff and management.
- Volunteer coordinator has overall responsibility for the volunteer programme and will complete volunteer supervisions.

Additional Information

This role is available in both Disability Houses and LauraLynn House.





4. Events Team

About the Role

LauraLynn has both family support and fundraising/PR events throughout the year, all made possible by our wonderful volunteer team. For volunteers that cannot commit to weekly shifts, the events programme is often better suited to match availability. Ensuring our children, families and residents receive the best medical care during their stay is our priority, however, we also put a focus on the experience children, families and residents have during their time with us here in LauraLynn. Volunteers help families enjoy the little moments by supporting various activities and events throughout the year including Family Fun Day, Light Up LauraLynn, the Heroes Ball and more.

| Type of Role | Time Commitment | Primary Location |
|---|---|--|
| <ul style="list-style-type: none"> Can be behind the scenes, community based or at LauraLynn | <ul style="list-style-type: none"> 4/5 Events per year Event vary from 2 – 6 hours Midweek & Weekends | <ul style="list-style-type: none"> Family Support Events are generally in LauraLynn. Fundraising Events are typically in the community |

Person Specification & Role Requirements

- Our volunteers should be kind & good humoured
- Our volunteers should be good with children
- Our volunteers should be respectful
- Our volunteers should have a keen sense of fun
- Our volunteers should be flexible & patient
- Our volunteers need to be able to work as a team or as an individual
- Event roles often need short sharp burst of energy and good general health

Tasks

Requirement for every event will vary on type of event, scale of the event and location. Tasks & roles will be assigned to functional areas at each event. Examples of tasks and roles:

- Activity Assistants, Guest Services, Catering, Stewards, Transport/Parking, Photography, Costume Characters, Logistics, Music, Merchandise





Event Team

Training

| Required | Recommended |
|---|--|
| <ul style="list-style-type: none">• Induction training (1hr in person)• Infection control (1hr online)• Introduction to children's first (90mins online)• GDPR (1hr online)• Role specific training | <ul style="list-style-type: none">• Manual handling (90mins online)• Fire safety (90mins online)• Safeguarding for vulnerable adults (60mins online) |

Support & Supervision

- Volunteers will link with the event manager and/or event volunteer co-ordinator
- Volunteers are also supported by the team lead for each role/functional area
- Volunteer co-ordinator has overall responsibility for the volunteer programme and will complete volunteer supervisions

Additional Information

Event Roles can be taken on by any volunteer. There is a role for everyone at events. This role can be in addition to your primary volunteer role.





5. Driver

About the Role

Volunteer drivers are an essential to the day to day running of LauraLynn. From medical appointments, short stays, deliveries and fun outings, there is a high dependency on safe reliable transport. Our volunteer drivers allow our children, families and residents important access to the local community and the opportunity to engage in day to day activities. Many of our families need support getting to and from LauraLynn.

| Type of Role | Time Commitment | Primary Location |
|--|--|---|
| <ul style="list-style-type: none"> Behind the scenes and/or supporting service users and their families | <ul style="list-style-type: none"> Weekly Fortnightly Monthly | <ul style="list-style-type: none"> Most drives are within 2 hours of LauraLynn but national trips may be requested from time to time |

Person Specification & Role Requirements

- Our volunteers must be kind & good humoured
- Our volunteers must be good with people
- Our volunteers must be respectful
- Our volunteers must be flexible & patient
- Our volunteers must have a clean and valid Driver's License
- Our volunteers must be over 23 (insurance cover requirement)

Tasks

- Transport children, residents, staff, family members, volunteers, supporters or equipment and materials.
- Transport children, residents, staff, family members, volunteers to/from appointments, fun outings or short stays to and from LauraLynn.



Driver

Training

| Required | Recommended |
|--|---|
| <ul style="list-style-type: none">• Induction training (1hr in person)• Infection control (1hr online)• Introduction to children's first (90mins online)• Safeguarding for vulnerable adults (60mins online)• GDPR (1hr online)• Wheelchair clamping (2hrs practical) | <ul style="list-style-type: none">• Manual handling (90mins online)• Fire safety (90mins online)• Workshops (TBC) |

Support & Supervision

- Volunteers will link with co-ordinator scheduling transport
- Drivers link directly with multiple teams, staff and families – owner of the request
- Drivers link with facilities team regarding vehicle maintenance and insurance
- Volunteers are always accompanied by a LauraLynn staff member or the child's parent/ guardian while driving
- Volunteer co-ordinator will complete volunteer supervisions

Additional Information

Drivers primarily use vehicles from the LauraLynn fleet. Use of your own vehicle is not encouraged. The fleet includes standard and adapted vehicles. Adapted vehicles are used to transport majority of service users. Transport policy is in place and must be read before taking on this role.



6. Buddy Programme

About the Role

Residents living in our adult disability service – Willow View, range in age 25 – 41. The buddy programme focuses on individual relationships and befriending, built through everyday social activities and interests rather than group activities. The aim of the role is to create a strong bond between one resident and one volunteer. Time together needs to be regular, meaningful, and long-term to allow a relationship to develop. Volunteers are matched with a resident with common interests and personality taken into consideration.

| Type of Role | Time Commitment | Primary Location |
|---|--|--|
| <ul style="list-style-type: none"> Befriending role to build a “buddy” relationship with your matched resident | <ul style="list-style-type: none"> Weekly/Fortnightly (2hrs) Min 12 month commitment to your matched Buddy | <ul style="list-style-type: none"> Willow View Local community for social activities |

Person Specification & Role Requirements

- Our volunteers must be kind & good humoured
- Our volunteers must be respectful
- Our volunteers must have a keen sense of fun
- Our volunteers must be flexible & patient

Tasks

- Dedicated time spent getting to know your matched buddy, their likes, dislikes and seeing what you both have in common.
- One on one time spent on site to build good foundation.
- Working closely with the team, agree SMART goals and plan some social activities.
- This role is all about focusing on the individual and enjoying the time spent together as friends.



Buddy Programme

Training

Required

- Induction training (1hr in person)
- Infection control (1hr online)
- Introduction to children's first (90mins online)
- GDPR (1hr online)
- Safeguarding for vulnerable adults (60mins online)
- Role specific training

Recommended

- Manual handling (90mins online)
- Fire safety (90mins online)

Support & Supervision

- Volunteers will link with the person in charge as they arrive to each shift
- Working with the activities co-ordinator, key workers, Willow View staff and family members to learn about each other to help plan social activities
- Volunteers are required to attend meetings on occasion to review the role and buddy match to discuss feedback and help plan for future social activities
- Volunteer Co-ordinator has overall responsibility for the volunteer programme and will complete volunteer supervisions

Additional Information

Each resident has at least two key workers. The volunteer will link directly with the key workers for support to get to know the resident and build trust.





7. Babysitters Club

About the Role

Ensuring our children receive the best medical care during their stay is our priority, however, a key element of LauraLynn is to provide support to families, allowing them to relax and recharge. The role of our babysitters club is to give parents an opportunity for some time together during their stay in LauraLynn House. This may be something as simple as a lunch/dinner out together or it could be supporting them get to a gig or even just some quiet time. A pool of babysitters is available to support families by babysitting siblings on request.

| Type of Role | Time Commitment | Primary Location |
|--|--|--|
| <ul style="list-style-type: none"> Family Support Role Supporting parents and siblings of LauraLynn children | <ul style="list-style-type: none"> Ad-Hoc Could be Fortnightly/ Monthly(Average shift, 4 hours) | <ul style="list-style-type: none"> LauraLynn house family accommodation |

Person Specification & Role Requirements

- Our volunteers must be kind & good humoured
- Our volunteers must be good with children
- Our volunteers must be respectful
- Our volunteers must have a keen sense of fun
- Our volunteers must be flexible & patient
- Our volunteers need to be able to work as a team or as an individual

Tasks

- Supervision of child/children while parents get some time to themselves
- Babysitting sibling(s) of a LauraLynn child during the family's stay in LauraLynn House
- Support with age-appropriate play activities, movie night, bed time stories Putting a child to bed



Babysitters Club

Training

Required

- Induction training (1hr in person)
- Infection control (1hr online)
- Introduction to children's first (90mins online)
- GDPR (1hr online)
- Role specific training (1hr)

Recommended

- Manual handling (90mins online)
- Fire safety (90mins online)
- Safeguarding for vulnerable adults (60mins online)
- First aid

Support & Supervision

- Volunteers will link with the person in charge and the parents of the child/children.
- Volunteers are also supported by the family support co-ordinator & activities co-ordinator.
- Volunteer co-ordinator has overall responsibility for the volunteer programme and will complete volunteer supervisions.

Additional Information

Babysitting can take place during the day or evening within the grounds of LauraLynn. Cinderella curfew of midnight applies for evening babysitting. Babysitting policy must be read by volunteers before they begin this role.





8. Administration Support

About the Role

Our administration support team play an important role supporting multiple departments in LauraLynn. This "behind the scenes" role sees volunteers working closely with members of staff from all departments to support the vital administration that ensures we can deliver our services. The tasks can vary and skills required can vary also depending on the task/project. Depending on skill level, IT & social media knowledge and general interest and availability, volunteers may be assigned to specific admin roles linked to a department/team.

| Type of Role | Time Commitment | Primary Location |
|---|--|--|
| <ul style="list-style-type: none"> Behind the scenes | <ul style="list-style-type: none"> 4-6 hrs weekly/fortnightly | <ul style="list-style-type: none"> LauraLynn. Some admin tasks have flexibility to work from home |

Person Specification & Role Requirements

- Our volunteers should be kind & good humoured
- Our volunteers should be respectful
- Our volunteers should have a keen sense of fun
- Our volunteers should be flexible & patient
- Our volunteers need to be able to work as a team or as an individual
- Admin volunteers would ideally have computer and/or phone skills

Tasks Broken down by three distinct Roles within the Admin Support Team

| General Admin | Fundraising Support | Digital Administrator |
|--|---|--|
| <ul style="list-style-type: none"> • Phonecalls • Filing • Reception cover • Database maintenance • Mailouts • Scanning of documents | <ul style="list-style-type: none"> • Management of receipts • Posting fundraising packs • Writing thank you cards • Database work • Coin counting • Fundraising event support | <ul style="list-style-type: none"> • Facebook champion • GoFundMe list management • GivePanel messaging |



Administration Support

Training

Required

- Induction training (1hr in person)
- Infection control (1hr online)
- Introduction to children's first (90mins online)
- GDPR (1hr online)
- Cyber security (30 mins online)
- Software training

Recommended

- Manual handling (90mins online)
- Fire safety (90mins online)
- Safeguarding for vulnerable adults (60mins online)

Support & Supervision

- Volunteers will link with the task owner or team lead as they arrive to each shift.
- Volunteer co-ordinator has overall responsibility for the volunteer programme and will complete volunteer supervisions.





9. Activity Assistant

About the Role

Ensuring our service users receive the best medical care during their stay is our priority, however, we also put a focus on the experience the service users and their families have during their time with us. Volunteers allow us to enable LauraLynn children and their families to enjoy the little moments. From story time to memory making and more, by supporting fun activities. For many of our children, access to fun activities and interactions with peers can be limited. The role of our activity assistants is to try and bring a fun element to each day and adapting activities to suit the needs of the children across LauraLynn House and Hazel House.

| Type of Role | Time Commitment | Primary Location |
|--|---|---|
| <ul style="list-style-type: none"> Working directly with LauraLynn children | <ul style="list-style-type: none"> Weekly/Fortnightly Typical Shift – 90mins (7 days a week) | <ul style="list-style-type: none"> LauraLynn House and Hazel House |

Person Specification & Role Requirements

- Our volunteers must be kind & good humoured
- Our volunteers must be good with children
- Our volunteers must be respectful
- Our volunteers must have a keen sense of fun
- Our volunteers must be flexible & patient
- Our volunteers need to be able to work as a team or as an individual

Tasks

- Activity assistant is the general term given to volunteers that work directly with children during their stay with us in LauraLynn House (hospice) and Hazel House (disability service). Planned activities are often lead by staff members with volunteer support but activities can also be more informal and led by volunteers and some will work one to one depending on the needs of the child.



Activity Assistant

Tasks

Types of Tasks

- Arts & crafts
- Story time
- Sensory stories
- Sensory play
- Adapted technology
- Computer games
- Open play
- Baking
- Walks
- Messy play
- Movie time
- Games

Training

Required

- Induction training (1hr in person)
- Infection control (1hr online)
- Introduction to children's first (90mins online)
- GDPR (1hr online)
- Activity assistant workshop (4hrs)

Recommended

- Manual handling (90mins online)
- Fire safety (90mins online)
- Safeguarding for vulnerable adults (60mins online)

Support & Supervision

- Volunteers will link with the person in charge as they arrive to each shift.
- Volunteers are also supported by the activities coordinator & staff on duty.
- Volunteer co-ordinator has overall responsibility for the volunteer programme and will complete volunteer supervisions.





10. Driver/Vehicle Support

About the Role

This role will be operating from our base in Mallow Co. Cork. The role would involve completing weekly vehicle checks on our fleet of vehicles and driving our vehicles to a local garage for NCT/ servicing /repairs/car wash. Basic maintenance tasks. Some admin work maybe also be involved.

| Type of Role | Time Commitment | Primary Location |
|---|---|--|
| <ul style="list-style-type: none">• Behind the scenes | <ul style="list-style-type: none">• Weekly for vehicle checks and ad hoc to bring vehicles to the garage/other driving roles. | <ul style="list-style-type: none">• Our base in Mallow Cork with driving within the local area |

Person Specification & Role Requirements

- Our volunteers must be kind
- Our volunteers must be good with people
- Our volunteers must be respectful
- Our volunteers must be flexible & patient
- Our volunteers must have a clean and valid Driver's License
- Our volunteers must be over 23 (insurance cover requirement)

Tasks

- Completing weekly checks on our fleet of vehicles (checklist provided)
- Communicating any issues to the relevant staff member
- Driving our vehicles to a local garage for servicing/repairs/valets/car wash
- Ad hoc driving roles as required by the service
- Stocking vehicles with PPE for staff
- Basic maintenance such as filling screen wiper fluid, filling up with fuel, pumping up tyres



Driver/Vehicle Support

Training

Required

- Induction training (1hr online)
- Infection control (1hr online)
- GDPR (1hr online)
- Shadowing staff member on site

Support & Supervision

- Volunteers will work closely with the Community Hospice Administrator based in Mallow Co. Cork and requests will come via them.
- Volunteer co-ordinator has overall responsibility for the volunteer programme and will complete volunteer supervisions.





11. Fundraising Representative

About the Role

Supporting the fundraising team, the fundraising representative will represent LauraLynn in their local communities. The role will consist of giving information talks about the work we do in LauraLynn to local schools, community groups, businesses and sports clubs, representing LauraLynn at cheque presentations and promoting our fundraising initiatives at local level. This role is throughout all Counties in Ireland and is on an ad hoc basis.

| Type of Role | Time Commitment | Primary Location |
|---|---|--|
| <ul style="list-style-type: none">• Behind the scenes | <ul style="list-style-type: none">• Time commitment 2-3 hours when required | <ul style="list-style-type: none">• Your local community (we would like a Fundraising Representative Volunteer in each county) |

Person Specification & Role Requirements

- Our volunteers must be kind
- Our volunteers must be good with children
- Our volunteers must be respectful
- Our volunteers must have a keen sense of fun
- Our volunteers must be flexible & patient
- Our volunteers need to be able to work as a team or as an individual
- Fundraising representatives would need to be confident in public speaking
- It will be a requirement with this role that you add LauraLynn as an indemnity to your car insurance

Tasks

Providing educational talks in your community about the work we do in LauraLynn. Attend cheque presentations on behalf of LauraLynn and promoting the fundraising work we do in LauraLynn.



Fundraising Representative

Training

Required

- Induction training (1 hour in person/online)
- Role specific training with the fundraising team (1 hour online)
- GDPR training (1 hour online)
- Depending on location of the role you may also require the following training
- Introduction to children's first (90 mins online)
- Infection control (1 hour online)

Support & Supervision

The fundraising team will communicate directly with you regarding any requests they have and will provide you with the necessary support and information to fulfil this role. Volunteer co-ordinator has overall responsibility for the volunteer programme and will complete volunteer supervisions.



CONTACT

PHONE

Volunteer co-ordinator

T 087 923 7704

E volunteers@lauralynn.ie

ADDRESS

LauraLynn, Ireland's
Children's Hospice,
Leopardstown Road,
Foxrock, Dublin,
D18 X063

Registered Charity Number:
20154844

www.lauralynn.ie



LauraLynn

IRELAND'S CHILDREN'S HOSPICE