

# Spiritual Care Volunteer Role Description

## **North London Hospice purpose**

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life limiting illnesses, supporting them to achieve the best quality of life possible. As well as our Inpatient Unit at Woodside Avenue, we work within the wider community including our Outpatient and Wellbeing services, our support to patients in their own homes, our Community Specialist Palliative Care services and our Patient and Family Support teams, providing emotional and practical support to patients, their families and carers.

The IPU provides 24-hour Specialist Palliative Care. It offers short-term admissions to address complex needs and / or care in the last days of life. Our aim is to help patients maintain their independence and dignity in a warm and supportive environment. Support is also provided for the patient's family, carers and friends.

## **Where is the role based?**

Across North London Hospice sites and in the community, supporting patients, carers and staff.

## **What does the role entail?**

To provide compassionate, inclusive spiritual care to patients, carers and staff, recognising and responding to the spiritual, emotional and religious needs that arise through illness, dying and bereavement. Spiritual Care Volunteers work as part of a multi-faith and multi-disciplinary team, creating safe spaces for reflection, connection and meaning at the end of life. Main tasks include;

- Offer attentive listening, presence and empathy to patients and families.
- Support individuals in exploring questions of meaning, identity and hope.
- Assist patients in reconnecting with spiritual or religious practices that bring comfort.
- Provide or facilitate appropriate religious support when requested, in liaison with the Spiritual Care Coordinator.
- Work collaboratively with hospice staff and volunteers to ensure holistic care.
- Support remembrance and legacy work, including events such as the Celebration of Life and Light Up A Life.
- Maintain accurate, confidential records of visits and support provided.
- Participate in team meetings, reflective practice and supervision.

## **This role would suit someone who...**

- Has an inclusive understanding of spirituality, recognising meaning, purpose and connection beyond religion.
- Practices deep listening and emotional sensitivity; able to be present with distress without needing to "fix."
- Has an awareness of personal beliefs and boundaries.
- Expresses knowledge and respect for diverse faiths, humanist and secular worldviews.
- Has experience in pastoral or spiritual care, ideally within a healthcare, hospice, or community setting.
- Is reliable, professional and has good communication skills.

## Opportunities and benefits

- Opportunity to meet new people and be part of a supportive team.
- Full induction and opportunities for excellent training and developing new skills.
- Chance to gain experience of working in a healthcare setting, enhancing your CV.  
Ability to make a positive difference to people's lives, contributing to North London Hospice's work in providing the best of life, at the end of life, for everyone.

## Time expectation

Flexible – volunteers are asked to commit to a regular schedule where possible. For this role we are looking for volunteers for a minimum of two hours per week.

## Training

- Initial mandatory training when you join.
- Refresher training provided periodically.
- Role-specific training on safe handling and procedures.
- An individual support plan will be created to ensure your safety and comfort in the role.

## What else do you need to know?

- You must be 18 or over to apply for this role.
- Applicants should be endorsed or have recognised good standing from a recognised faith or belief community (where applicable).
- Membership of (or eligibility for) the UK Board for Healthcare Chaplaincy (UKBHC) is desirable.
- You will complete an online volunteer application form and we will need to see a form of ID before you get started.
- At North London Hospice we strive to continuously demonstrate our values. These values are embedded in our recruitment and selection process and we are fully committed to equality, diversity and inclusion in both our workforce and within our culture.
- You will represent North London Hospice values: compassion, openness, respect, empowerment and collaboration.
- You'll be supported by a named line manager who will help guide your journey.

## Equal opportunities

North London Hospice is an equal opportunities employer. We value diversity, and we acknowledge that we currently have an underrepresentation from Black, Asian and Minority Ethnic people. North London Hospice role opportunities are open to all, and we welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

**For further information, please contact  
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