

VOLUNTEER ROLE DESCRIPTION



VOLUNTEER TITLE: Volunteer Hairdresser

VOLUNTEER LINK: Clinical Volunteer Coordinator

Aims:

To enhance the well-being and dignity of patients by providing professional hairdressing services that offer comfort and a sense of normalcy during a challenging time in their lives. Volunteer Hairdressers will deliver compassionate, personalised care in line with St Oswald's Hospice's holistic care philosophy.

When / Where:

On-site at our Gosforth based Hospice. Offering 1 day a month, to be agreed on a rota basis, to allow us to offer a weekly service provision.

Emergency or special request services (Ad-hoc) may be provided based on volunteer availability and patient condition.

Main Tasks:

Provide hairdressing services that align with the needs and comfort of hospice patients, ensuring a gentle and caring approach.

Service Offerings:

- Haircuts: Basic trims, short styles, and maintenance cuts tailored to individual preferences.
- Styling: Simple hairstyling, including blow-drying, curling, and setting hair to enhance the patient's appearance.
- Hair Care: Gentle hair washing (using shampoo caps), conditioning, and scalp massages, using hospice-approved, hypoallergenic products.
- Additional Services: Beard trimming, fringe trims, and hair braiding, depending on the volunteer's skills and the individual's needs.

Service Exclusions:

- Chemical treatments such as colouring, perming, or straightening.
- Complex hairstyling or cuts that require specialised tools or training.
- Services that require prolonged periods or are physically demanding on the patient.

Skills and Experience:

- Qualified hairdresser/barber to Level 3 NVQ with a minimum of 3 years of experience.
- At least 5 years of salon experience.
- Compassionate, patient, and understanding of the needs of hospice patients.
- Comfortable working with patients with life-limiting illnesses.
- Ability to work independently without supervision.

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St Oswald's
Hospice

Additional Info:

We are supported by a Volunteer Hairdresser Advisor who plays a vital role in maintaining high professional standards within the hospice hairdressing service. Their responsibilities include verifying professional competency through a trade test at their Salon (Newcastle or Sunderland) and by providing valuable training on techniques for cutting hair while patients are in bed. By sharing their expertise, our Volunteer Hairdresser Advisor ensure that volunteer hairdressers are well-equipped to deliver safe, dignified, and high-quality care to our patients.

Personal Qualities:

- **Compassion and Empathy:** A caring nature and the ability to provide emotional support to patients during their hairdressing sessions.
- **Patience and Sensitivity:** Understanding and respecting the needs and comfort of individuals with life-limiting conditions.
- **Adaptability and Flexibility:** Being able to adjust services based on patient needs and preferences while working in a hospice environment.
- **Strong Communication Skills:** The ability to engage warmly with patients, families, and hospice staff.
- **Professionalism and Reliability:** Maintaining high standards of service, confidentiality, and commitment to the role.
- **Confidence and Initiative:** Working independently while ensuring patient safety and comfort.

Benefits:

- The opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- Use your professional skills to provide comfort and dignity to those in need.
- A chance to meet new people.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.

Essential Processes/ Training (Internal Info):

- Recruitment Pathway *[On-site]*
- Minimum age *[21+]*
- DBS check required *[Enhanced Children and Adults]*
- Health & Safety Training Online *[Clinical]*
- Additional training specific to role:
[An Overview of Care at St Oswald's for Spirituality and Bereavement volunteers.]
- Smartcard Required *[No]*
- Home Working Risk Assessment *[if applicable]*

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