

Advance Care Planning Supporter

Role Description

Thank you for your interest in becoming an Advance Care Planning Supporter for Lambeth residents.

This is an exciting new role which will provide one-to-one support to help local people:

- **Feel more comfortable** talking about their future treatment and care wishes, end-of-life care, and experiences of dying and death.
- **Understand** how to plan for end-of-life treatment and care, or for a time when they may not be able to make or communicate their own decisions.
- **Consider, document and share** their wishes about their future treatment and care so their wishes are known and can be acted upon.

The support service is part of a programme run by Lambeth Advance Care Planning Consortium to promote opportunities for people to record their wishes for their future treatment and care. We are working across Lambeth's diverse communities, including with particular groups known to experience health inequalities:

- People with multiple long-term conditions
- People with dementia
- Informal/unpaid carers
- People with learning disabilities
- People from Lambeth's Portuguese-speaking communities.

What is involved

You do not need to have previous experience of volunteering or working in a similar role as we will offer training and ongoing support throughout your time as a Supporter.

The time commitment is flexible but we do ask for a minimum contribution to the project of six months. Please see the 'time commitment' section for more details.

Supporters who undertake these activities as part of their paid work will need to secure agreement from their employer.

It is essential that you are committed to helping people be in control of making their own decisions. This means being able to listen and ask questions to

understand the person's values and priorities, in order to help each person think through what matters most to them, as an individual.

The following sections explain the values which underpin this role, and your responsibilities as a Supporter.

Values

Person-centred

As a Supporter, you will ensure that the person's wishes and interests are at the centre of all support provided. You will empower people to choose the ways in which they would like to document their wishes, and the support they require to do so ensuring you offer a supportive, judgement-free service.

Confidential

Supporters will ensure that the people being supported through our service will be given clear information on our commitment to confidentiality and details of the limited circumstances under which confidentiality may be breached.

Equal, inclusive and accessible

Supporters will demonstrate a commitment to valuing the diverse experiences, strengths, needs and preferences of the people they support. You will help to create an environment which is free from any form of discrimination. All our events and materials aim to reach the widest range of individuals seeking support, and we will make all reasonable adjustments to promote inclusivity and equality of opportunity.

Accountable

Supporters will promote the Consortium's policy on monitoring, evaluation and feedback and enable people supported through the service to give feedback about the service.

Supportive

Supporters will be trained and supported and will be provided with opportunities to develop relevant expertise in their role. Everyone will demonstrate a commitment to being a proactive and supportive team member and treat each other with trust and respect while working together to achieve a common goal.

Skills and Personal Qualities

We are looking for individuals with the following skills, approach and personal qualities:

- Good listening and communication skills
- An empathic and non-judgemental manner
- Reliable
- Willingness to learn

- Understanding of confidentiality
- Awareness and understanding of the importance of boundaries
- Value diversity and equalities
- Commitment to the values detailed above
- Comfortable using email and online forms
- Ability to travel across the borough

Please note that this role is for adults (18+).

As part of our safeguarding responsibilities, we will carry out an enhanced DBS check, and request two references for all Supporters before they provide one-to-one support.

Key responsibilities

- Attend an initial one-day training course and regular reflective sessions and ask for support as and when you need it. This is to ensure that you have the knowledge, skills and confidence needed to provide accurate information and have conversations around planning ahead.
- Ensure that you fully understand the project's safeguarding policy and procedure and who you should talk to if you have a concern about the safety or wellbeing of the person you are supporting.
- Provide one-to-one support to people who want to document their wishes and preferences for care and treatment using an Advance Statement (and/or an Advance Decision following further training).
 - The one-to-one support entails working with Lambeth residents in their choice of venue, for instance a GP surgery, café, or in their home. It may involve multiple sessions with a client depending on need.

At April 2020, due to Covid-19, the service will be delivered through telephone support only until further notice.
- Support people to share their documentation with their GP and any other relevant health and care professionals if the client requires assistance to do so.
- Refer people wishing to complete an Advance Decision or Lasting Power of Attorney for Health and Welfare to Age UK Lambeth's MYcommunity gateway referral service (previously known as SAIL) so they can be linked to appropriate support. (After further training, Supporters will be able to provide one-to-one support to complete an Advance Decision.)
- Ensure that the people you support understand the feedback form and encourage them to complete and return it
- Complete and return the Supporter feedback form.

Time commitment

We ask Supporters to commit to participate in the programme for a minimum of six months, including:

- Attending the one-day introductory training course
- Attending regular two hour reflective sessions

- Supporting a minimum of two clients (which could involve providing multiple support sessions for each person).

Volunteer expenses

We are able to reimburse expenses for volunteers to cover the cost of public transport and other requirements to enable you to fulfil this role, such as cover for caring responsibilities. **All expenses (with the exception of public transport) need to be agreed with your volunteer lead in advance. All expenses claims need to be supported with receipts - we are unable to process expenses claims without this supporting evidence.** This is to help us ensure fair access to the role.

How to apply

- To apply for a specific training date, please complete our short supporter training registration form from the link on the project webpage: www.healthwatchlambeth.org.uk/lambethadvancecareplanningproject
We will usually start the DBS process at this stage, to avoid any delays before you are able to start your new Supporter role.
- If there is no training date advertised, please email Verena at Compassion in Dying (contact details below) to express your interest, outlining why you are interested in the role and confirming that you are able to meet the time commitments. We will then let you know about the next available training session.
- At the end of the training session, there will be a short assessment to understand whether you need any further support before joining the one-to-one service.

Once you have completed the training, we will link you to a host organisation to match your interests, for example Stockwell Partnership for Portuguese speakers and Carers Hub for volunteers who are also unpaid/informal carers. If you are a volunteer, we will request two references, which must be received before you begin your Supporter role. You will then be supported through regular reflective learning sessions throughout your time as a Supporter.

Find out more

For further details about the Supporter role, please contact Verena at Compassion in Dying, email: verena.hewat@compassionindying.org.uk (please note that Verena works part-time and will respond to messages as soon as she can).

To find out more about the project, visit:

www.healthwatchlambeth.org.uk/lambethadvancecareplanningproject

About Lambeth's Advance Care Planning Consortium

The Lambeth Advance Care Planning Consortium is an open network of organisations working to promote advance care planning across the borough. The Consortium brings together a range of local and national organisations to:

- Help local communities feel more comfortable talking about their future care wishes, end-of-life care, and experiences of dying and death.
- Support people to understand how to plan for end-of-life treatment and care, or for a time when they may not be able to make or communicate their own decisions.
- Raise awareness of where people can access support for advance care planning within their own communities and wider networks.
- Drive a culture change to mainstream advance care planning across local health and care services.

We want to make advance care planning accessible for Lambeth's diverse communities and increase the numbers of people documenting their wishes.

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