



JOB DESCRIPTION

Post Title: Volunteer Support Facilitator
Responsible to: Wellbeing Manager
Salary: £16,029 per annum
Hours of Work: 22.5 hours per week, flexible rota Monday to Friday
Location: Treetops Hospice, Derby Road, Risley, DE72 3SS

Department Objectives

Wellbeing

The Wellbeing Team provides support for people with life limiting illnesses, end of life needs and those who are bereaved, and their families / carers, with the following aims:

- To provide support and information via our triage service, our cafés and support groups.
- To be welcomed into a safe space where important issues around the future and a person's wishes can be explored and discussed openly.
- To provide education and reablement to live well with life limiting illness or grief.
- To reach out to those groups and communities not currently accessing our services, to understand why and to empower other agencies to recognise and support those with life limiting illness or navigating bereavement and loss.

Wellbeing at Home

The wellbeing at home team will visit you in your own home to offer the following

- To create a safe space where you can discuss important issues around the future and a person's wishes.
- To provide short term respite support for carers of those with life limiting illness.

- To provide care and support to those at the end of their lives who wish to remain at home and work with other agencies to facilitate this.

Purpose of the role:

- To recruit a volunteer workforce to support the delivery of Wellbeing services.
- To deliver education and training to ensure a skilled volunteer workforce.
- To co-ordinate the volunteer team to deliver services under the Wellbeing umbrella.
- To provide support to and supervise our volunteer team.

Main tasks of role:

- To recruit suitable volunteers to deliver services and ensure their compliance from application onwards, including but not limited to completion of DBS checks, induction, initial training and foundation course, role specific training.
- To support the daily delivery of the clinical Wellbeing services including the cafe, support groups and all other clinical interventions as appropriate.
- To develop the volunteer workforce by delivering and co-ordinating training specific to their roles in wellbeing.
- To work with the staff team to support and supervise the wellbeing volunteer workforce in their daily roles.
- In partnership with the occupational therapist and Wellbeing manager, co-ordinate a programme of interventions utilising volunteer practitioners and professionals to support patients and families to improve their wellbeing.
- To support the delivery of Wellbeing services by nurturing a skilled volunteer workforce.
- Creating a volunteer rota to deliver support to Wellbeing.
- Working with the Wellbeing team manager, organise regular volunteer support meetings.
- To develop a buddying system of support for new volunteers within Wellbeing.
- To support the development of offsite services such as the volunteer led bereavement hubs providing recruitment, co-ordinating training and induction for new volunteers and upskilling established volunteers.

- To work across other Treetops departments to develop exciting volunteering opportunities to support service delivery.

Other duties:

- To maintain high levels of personal professional practice through regular attendance on relevant courses at local, regional and national level.
- To provide information about Treetops Hospice and its services through teaching sessions, both formal and informal, within the Hospice and in the community.
- To contribute to the development of Treetops Hospice as an organisation by developing good relationships with other Treetops Hospice departments and community organisations across the locality.
- Value the unique worth of volunteers and ensure that they are supported in their work as a vital part of the Wellbeing service.
- Actively participate in Individual Performance Reviews.
- Be aware of and comply with Treetops Hospice policies and procedures and to be responsible for implementing them.
- Participate in regular team, department and staff meetings.
- Maintain accurate and contemporaneous records, ensuring accurate records are kept of volunteer skills, training and attendance.
- To be an ambassador for Treetops

PERSON SPECIFICATION

Essential:

- Experience of volunteer recruitment and compliance
- Experience of supervising, managing and motivating volunteers
- Experience and confidence in delivering training
- Maintaining professional standards (own and others)
- Ability to recognise and manage personal stress
- Proactive in supporting colleagues
- Hardworking and a team player, ability to work flexibly as role and service demands.
- Ability to prioritise and plan ahead.
- Ability to recognise and manage personal stress.
- Car Owner / Driver

Desirable:

- Experience of working in a clinical / end of life setting.
- Experience of developing volunteer services.
- Knowledge of the local and national volunteer sector.
- Experience of working within a hospice setting.
- Experience of working with databases i.e. Vantage