



SUPPORT FOR LIVING, DYING AND GRIEVING

## Compassionate Hearts on the Bellarine

*Support for the living, dying and grieving*

### Position Description – Volunteer Coordinator

#### ORGANISATIONAL CONTEXT

**Compassionate Hearts on the Bellarine** (CHoB) is an incorporated not for profit community organisation based on the Bellarine Peninsula in Victoria, Australia.

A Compassionate Community engages with local people to help provide support to clients and their carers at a time of grief, dying, death and caregiving. Clients and carers are provided with emotional, social, spiritual, and practical support.

Respecting the medical and nursing care of the local Palliative Care services, our trained volunteers offer free non-medical 'good neighbor' practical, emotional, and social support to local people with life ending illnesses and their families/carers. Our support can continue on after the death of a loved one, remaining in touch with carers and family as desired.

#### VISION, MISSION AND VALUES STATEMENT

##### Vision

To support people on the Bellarine through times of illness, dying, grief and loss.

##### Mission

- To train volunteers to provide assistance and support to people with a life-limiting illness, and their carers.
- To educate our communities around illness, dying, grief and loss

##### Values

Compassion through kindness, respect, and dignity.

CHoB aims are to:

- Recruit, train, supervise, coordinate and support volunteers from the local community
- Develop policies and procedures that impact on the work of our volunteers with regard to current standards in volunteer engagement and legislative requirements
- Increase awareness of support services available in the community
- Promote understanding of Advance Care Planning
- Improve understanding of death and dying in the community.

## **Position Purpose**

- To operate within CHoB mission, values and policies
- Responsibility for the overall coordination of CHoB volunteers providing support and supervision, recruitment and induction and input into training/education
- Liaise with clients, carers, families, volunteers and members of palliative care services to ensure volunteers are matched to appropriate clients
- Strengthen the existing volunteer program and quality of care delivery and keep informed of research in this area

## **RESPONSIBILITIES**

### **Interface with Volunteers and Clients**

- Provide ongoing support, supervision, training, direction and assistance to volunteers in relation to their roles and responsibilities
- Coordinate the matching of volunteers to clients
- Respond to enquiries and liaise with key referral sources (including Bellarine Community Health Palliative Care, Barwon Health Palliative Care, Anam Cara Hospice, Andrew Love Centre, General Practitioners, Peace of Mind, Cherished Pets and self-referral)
- Assess clients in their homes for suitability for CHoB program, match appropriate volunteer to client
- Monitor volunteer placements and caseload
- Provide debriefing opportunities for all volunteers
- Liaise with volunteers and act on concerns they have with regard to their work with clients, carers and families
- Maintain Volunteer Register and files, and Client Register, incorporating minimum data set, maintaining strict privacy and confidentiality
- Compile monthly report of volunteer and client activity for CHoB Committee

### **Volunteer Support**

- Coordinate the recruitment, orientation and training of CHoB volunteers
- Communicate regularly and facilitate volunteer meetings to ensure that volunteers have a forum to share their experiences and receive regular feedback and encouragement
- Support continuous improvement initiative including annual Volunteer Engagement Survey and Client Satisfaction Survey
- Coordinate peer support for volunteers
- Liaise with Palliative Care Victoria and other relevant organisations
- Liaise with Treasurer to reimburse all volunteers with any out of pocket expenses

## **ACCOUNTABILITY**

The role is accountable to the Chairperson of the CHoB Committee with ultimate accountability to the CHoB Committee as a whole.

## **LOCATION**

This position is based on the Bellarine Peninsula.

## **HOURS OF WORK**

The position is 4 - 12 hours per week, Monday - Friday. Hours are flexible and spread over the week.

Consideration will be given to sharing the position between two people.

Current number of volunteers – 30.

### **KEY SELECTION CRITERIA**

1. Demonstrable commitment to servicing the needs of palliative care clients
2. Excellent communication and interpersonal skills
3. Flexible, reliable, and responsible with an understanding of privacy and confidentiality
4. Strong organisational, time management skills and computer literacy
5. Ability to work under limited supervision
6. Experience in palliative care, case management and/or undertaking triage, intake and assessment of clients.
7. Relevant qualifications are highly desirable including nursing, social work, education or a related discipline
8. A current Victorian driver's licence and motor vehicle covered by comprehensive insurance

### **CONDITIONS**

This is a volunteer position with any expenses fully remunerated.

Be a financial member of CHoB (\$10 per year).

A mobile phone and laptop is provided.

All CHoB volunteers and Committee members are subject to continued compliance with official Policies.

They are also subject to a satisfactory Police Check and provision of a valid Working with Children Check prior to commencement.

### **APPLICATIONS**

Enquiries: 0417 433 142 or 0499 775 275     <https://chob.org.au/>

Email: Chairperson Pauline Nunan at [paulinenunan@gmail.com](mailto:paulinenunan@gmail.com)

Closing date: 8 March 2024