

Community Action Volunteer

Volunteer Role Description

Department: <i>Compassionate Communities</i>	Location: <i>Community / Hospice</i>
Responsible to: <i>Community Volunteer Coordinator</i>	Vol Type: <i>Standard</i>
Length of role: <i>Long-term</i>	Context: <i>Patient, Carers, People who are bereaved</i>

Frequency: Variable hours throughout the week

Outline of Role:

Community Action Volunteering covers a range of support for people in our community at difficult times in their lives. Whether you are volunteering face-to-face or remotely, helping get new projects started or assisting with the day-to-day running of the programme everything we do in Community Volunteering is about connecting people together.

Role tasks may include:

<i>Befriending / Companionship</i> Light touch emotional support e.g. chatting, listening, companionship, face-to-face or remotely (including telephone, virtual and correspondence) One-off social support to beneficiaries at potential time in need Practical tasks when appropriate may include shopping, making cups of tea, sweeping up leaves etc. Visiting people waiting to be matched with a regular volunteer in a 'keep warm' capacity.	<i>Administration</i> Day-to-day administrative tasks to support the running of the Compassionate Communities project, such as reviewing beneficiary information, supporting the matching process with volunteers, and helping maintain our records Regular check-ins contact with beneficiaries and volunteers Collecting and collating data for reporting on our projects Assisting with the preparation of publicity, training and promotional materials for our projects.
<i>Community Navigator</i> Linking up with community groups and partners to identify opportunities for the hospice and beneficiaries to become involved with. Attending community networking events on behalf of Compassionate Communities team and promoting our services where appropriate. Helping beneficiaries to connect to community groups and events, assisting Community Volunteers and the Compassionate Communities team.	<i>Needs Assessor</i> Conducting a needs assessment using relevant process, to ensure the patient's suitability to the service and gather information so that we can safely place a volunteer to support the beneficiary. Being aware of and signposting beneficiaries to other services that they may be eligible for. Advising the Compassionate Communities team of any concerns or information that may not have previously been picked up on.

st michael's hospice

Project Start-Up Volunteer Short-term volunteering to assist with getting projects set-up, assisting alongside other volunteers and staff to develop project plans and actions.	Community Events Volunteer Assisting with set-up and facilitation of Community Projects (eg Saturday Social). Helping people connect to our community groups and events. Social support with people at our Community Project events Assist with practical tasks such as serving hot drinks, washing-up etc, as well as setting and packing away, as required
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Skills and Experience Required:

For all our community roles we are looking for volunteers who are flexible and adaptable, passionate about community and keen to get involved with projects as they develop. We are outlining general skills, experience and personal qualities below. However, if you are keen to be involved then we are keen to talk to you to see if our projects might be right for you.

Admin Support: • Organised and comfortable with routine administration tasks • Comfortable using IT • Good telephone manner and written/verbal communication skills • Empathetic and patient when contacting beneficiaries • Attention to detail • Able to respond flexibly to a change in task requirement • Understanding of importance of information governance and confidentiality	Community Support: • Comfortable volunteering either in people's homes or in virtual support (telephone, Zoom etc) • Able to volunteer independently in the community • Comfortable using IT to report hours logged, communicate by email etc in order to stay in touch remotely • Good at developing a light touch support relationship, and maintain boundaries • Understanding of importance of information governance and confidentiality • Good at communicating regarding concerns or issues to identify problems and prevent harm (safeguarding).
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Personal Qualities Required:

- Empathetic, friendly, and able to listen effectively to offer support
- Able to have meaningful, informal conversations and share information without jeopardising boundaries
- Be prepared to deal with challenging and complex situations requiring patience, sensitivity, and emotional resilience
- Confident in working on own initiative, whilst being mindful to remain within the boundaries of the role and seek assistance when required
- Attend support meetings and any other training required to ensure you can continue to meet the requirements of the role.

Statutory Learning:

Training	Method	Renewal
Equality, Diversity & Human Rights	Volunteer Welcome Session / e-learning	3 years
Safeguarding Adults: Level 1	Community Volunteer Induction	3 years
Hand Hygiene	Community Volunteer Induction	Hand Hygiene audits
Moving & Handling Level 1	Community Volunteer Induction	3 years
Health, Safety & Welfare	Community Volunteer Induction - e-learning (<i>for on-site volunteers</i>)	3 years
Fire Safety Level 1	Community Volunteer Induction - e-learning (<i>for on-site volunteers</i>)	3 years
Data Security Awareness (Admin Support role only)	- e-learning	Annual refresher

Mandatory:

Volunteer Welcome Session

Community Volunteering Induction (*refreshed every 3 years*)

DSE Assessment (*if providing office/admin support*)

Food Handling Declaration (*if applicable*)

Patient Drivers check and assessment (*if applicable*)

Departmental support:

You will also be required to attend group supervision meetings to share your experiences and learn from each other. These will be held bi-monthly, and you will be expected to attend a minimum of 3 within a year. In addition, if you have any feedback or if we need to discuss anything with you, we will be offering 1:1 support.

DBS Requirement:

For remote and administration support: Standard DBS check.

For all face-to-face support: Enhanced (*with Adult Barring*) DBS check.

Role description read and agreed by:	
Signed:	
Date:	