Volunteer Role description



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| ROLE TITLE | OrangeLine Team Member  |
| DEPARTMENT | OrangeLine  |
| DAYS/HOURS OF DUTY | Between Monday and Friday – half a day per week: 9am to 1pm; 1pm to 5pm.    |

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| REPORT TO | OrangeLine Project Manager; or OrangeLine Assistants  |
| ACCOUNTABLE TO | OrangeLine Project Manager or Service Development Manager in their absence  |
| KEY RELATIONSHIPS | OrangeLine staff and volunteers, all hospice clinical teams, marketing team, external professional agencies and local support groups, GP surgeries, local hospitals, NHS staff, people receiving hospice and/or OrangeLine support and care; and the general public.  |

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| **ROLE SUMMARY** To provide emotional support and guidance to local people who are bereaved, lonely isolated, living with a long-term health condition, distressed, whether known to the hospice service, or not. To assist with the department’s telephone support service and help with support groups and/or friendship clubs set up by OrangeLine. Along with the general administrative tasks that are part of the role, there will also be additional administrative tasks for those who wish to develop their role further e.g. assisting with data inputting. The telephone support service is office based.   |
| **MAIN DUTIES**  |
| To include the following: * Make and receive telephone calls;
* Provide emotional support, guidance and signposting to service users;
* Make regular calls to local people who have requested support from OrangeLine;
* Signpost callers to support groups and/or professional agencies where required;
* Accurately record and update call logs.

 **Additional Tasks – for individual/personal consideration** * Help OrangeLine to develop and run new social/friendship groups;
* Visit patients in the hospice inpatient unit, who would benefit from a friendly face and ‘chat’;
* Represent OrangeLine when helping to run local community support groups;
* Represent OrangeLine and the Hospice when generating awareness of the service at local professional agency Open Days/Events;
* Deliver OrangeLine marketing materials to a regular list of local GP surgeries and hospitals.

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| **ESSENTIAL PERSON SPECIFICATIONS**  |
| * Good listening skills;
* Good English verbal and written skills – with clear handwriting;
* Ability to stay calm and focussed;

Good communication skills;  (full specification appears later on in this role description)   |
| **ADDITIONAL REQUIREMENTS OF THE VOLUNTEER**  |
| **DBS CHECKS:** a criminal record check will be required for certain volunteering roles. If this is required, a volunteer will be informed during the recruitment process and the process explained.  **CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE**: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers and other hospice matter, during the course of their duty. This will include legislation, hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.  **VOLUNTEER AGREEMENT:** volunteers receive an Agreement for signing when commencing volunteering to show their commitment to adhering to the hospice’s policies and procedures and other important factors, including those listed below. A breach of the Agreement will be taken seriously. Information will be provided and copies of pertinent policies can be made available upon request.  **EQUALITY & DIVERSITY:** The hospice is committed to the development of positive policies to promote equal opportunity and values diversity within the organisation and has a clear commitment to equal opportunities. Whilst all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice’s policy on equality and diversity.   **FIRE/HEALTH AND SAFETY**: All volunteers must adhere to the hospice policy covering Fire and Health & Safety and be guided by staff when elements of Fire and Health & Safety are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.    **HOSPICE IDENTITY BADGES**:  Hospice ID badges, internal and external, when provided, must be worn at all times whilst on duty.  **SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, volunteers, service users and visitors. Smoking is therefore not permitted at any point whilst on duty and volunteers will make use of the same smoking area available to staff.  **REGISTRATION COMPLIANCE/CODE OF CONDUCT:** All employees and volunteers, who are required to register with a professional body to enable them to practice within their profession, are required to comply with the code of conduct and requirements of their professional registration and maintain their professional insurance cover, if appropriate.  **TRAINING**: All volunteers, when starting, complete a number of short topics, which are ‘mandatory’ subjects. There will also be induction training within the department where volunteering. Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not have access to a computer. Other training opportunities will be explained by the volunteer’s supervisor from time to time.   |

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| **Directions**:  Saint Francis Hospice The Hall Havering-atte-Bower Romford **RM4 1QH**  **Contact Volunteer department:**  01708 758614 (M-F; 10-5)   |   **By Bus:** Route 375  **From:** Romford station  **To:**      Passingford Bridge   Monday – Saturday every 90 minutes   |

**Volunteer OrangeLine Team Member**

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| **E = ESSENTIAL**  | **D = DESIRABLE**  |

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|   | **Education & Training**  | **E**  | **D**  |
| *
 | Professional agency and/or support group trained – in a similar field  |   | √  |
| *
 | Telephone/customer service trained  |   | √  |
|   | **Skills/Abilities/Knowledge**  |   |   |
| *
 | Good listening skills  | √  |   |
| *
 | Good English verbal and written skills – with clear handwriting  | √  |   |
| *
 | Good communication skills  | √  |   |
| *
 | Ability to express natural empathy  | √  |   |
| *
 | Confident telephone manner  | √  |   |
| *
 | Ability to stay calm and focussed  | √  |   |
|   | **Experience**  |   |   |
| *
 | Previous experience within a professional support group/agency – in a similar field  |   | √  |
| *
 | Involvement in facilitating an event or group activity  |   | √  |
| *
 | Previous experience in supporting bereaved people or those facing a crisis situation  |   | √  |
|   | **Other Requirements**  |   |   |
| *
 | Agreement to commit to the scheduled rota sessions  | √  |   |
| *
 | Ability to be flexible – including swapping with team members within the established rota sessions; and covering for each other during holidays and sickness (within reason)  |   | √  |
| *
 | To consider developing own role to include additional tasks within the department or expansion of the service  |   | √  |
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 | To agree to attend additional training sessions, highlighted by the Manager as important and relevant, in order to be able to continue current role within the OrangeLine team  | √  |   |
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 | To safeguard yourself and others through one-to-one review sessions with OrangeLine staff; and group support  | √  |   |

*Please note that this role description is a guide to the duties that make up the role. It may be necessary for a supervisor/line manager to review, in consultation with their manager, elements that need to be changed in the light of changing circumstances and/or the changing needs of the Hospice and the Board of Trustees. In such cases the volunteer will be fully consulted with.*