

**Community Outreach Volunteer**

**Role Description**

**What is a Community Outreach Volunteer?**

Responsible to the Community Outreach Coordinator, the Community Outreach Volunteer assists with the running of sessions designed to support those affected by life-limiting illnesses to live well in their community. The sessions are mainly social and educational. They could include arts and crafts, discussions, presentations from various partner groups, and signposting to other organisations.

**This role will suit people who…**

* Are friendly, calm and supportive
* Have good observational and **listening skills**
* Are patient and non-judgemental
* Are **good communicators**
* Interested in other people’s stories, life journeys and peer learning and support
* **Reliable in attendance**

It is also essential that you can demonstrate our values of Compassion, Respect, Integrity, Professionalism, Choice and Reputation. They define who we are and what we do as a high quality care provider and high quality place to volunteer.

**Why do we need you?**

We are looking for volunteers to help us run our various advice and wellbeing sessions. This includes helping to set up and run the session. We also need you to help us to overcome any barriers that someone attending the groups may have. This could include greeting attendees, supporting them to get a coffee or chatting to someone who is feeling nervous about attending a group on their own, maybe introducing them to other group members.

**What’s involved?**

* Room preparation/layout/clearance
* Meet and greet attendees to the group
* Try to ensure that all attendees have someone to talk to, should they wish to
* Support attendees if they become upset or need help in understanding a topic or information being given
* Report any concerns to Session lead
* Seek support from session lead if advice and guidance is required for an attendee
* Work with Session lead to keep conversations flowing
* Encourage conversations, anecdotes and shared learning
* Know which documents should be given out and when
* Make sure registration and evaluation forms are fully completed
* Serve refreshments where necessary.

**What should you already have and what could you gain from this opportunity?**

Experience of caring for someone with an advanced illness and a knowledge of end of life care would be beneficial but not essential as full training and support will be given.

From this role you will gain the knowledge that you will be helping to make every day count for people affected by life-limiting illness and promoting the concept of compassionate communities.

**Policies and Procedures**

As a volunteer you will be expected to comply with Hospice Policies and Procedures relevant to your role and to maintain confidentiality.

**Out of pocket expenses**

Any agreed out of pocket expenses that are incurred when carrying out your volunteer role will be reimbursed.

***A Disclosure and Barring Service (DBS) check is required for this volunteer role***

**Extra Information**

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| Time-Free-Download-PNG | **Your availability**  To be discussed and agreed with the Community Outreach Manager or Community Outreach Coordinator but ideally one session per week. |
| ncBBnqg7i | **Location**  Various locations across Chester-Le-Street. |
|  | **Training**  We value our volunteers and want your experience to be both positive and fulfilling. We offer a comprehensive induction programme and any appropriate instruction, guidance or training to assist you in your volunteer role. We ask that any essential training is completed either prior to you starting with us or within three months of starting. You will have an opportunity to learn new skills, build social networks, share experiences and skills and be recognised for the contribution you make. |
|  | **Who to contact**  For more information regarding this volunteer role please contact **(0191) 3746169** or **volunteers@stcuthbertshospice.com** |