

Volunteer Role description

Orangeline Volunteer

ROLE TITLE	Orangeline Volunteer
DEPARTMENT	Orangeline Services
DAYS/HOURS OF DUTY	3-4 hours per week Mon – Fri between 9.00am and 5.00pm

REPORT TO	Orangeline Project Manager or Orangeline Project Assistants
ACCOUNTABLE TO	Orangeline Project Manager
KEY RELATIONSHIPS	Orangeline Staff and Volunteers including Family and Individual support team, all Hospice teams, external professional agencies, external venue staff

ROLE SUMMARY

Orangeline Volunteers play a vital role in supporting individuals who are experiencing loneliness, isolation, bereavement, or living with long-term health conditions. Volunteers will provide listening support through telephone conversations and or assist with the delivery of community-based and hospice-based support groups.

In addition to offering a listening ear and practical guidance, volunteers will be involved in light administrative tasks to help ensure the smooth running of Orangeline services.

The role offers a meaningful opportunity to make a difference both onsite at the hospice and in local community settings.

MAIN DUTIES

To include the following:

- Make and receive calls to provide emotional support and guidance
- Signpost callers to relevant support services and groups
- Maintain accurate and confidential call logs
- Optional/Development Opportunities:
- Assist in setting up and running Orangeline support groups (on or off site)
- Represent Orangeline at community events and with partner organisations

- Help promote the service by delivering marketing materials to local venues (e.g., GP surgeries, hospitals)

ESSENTIAL PERSON SPECIFICATIONS

- Strong listening and communication skills
- A calm, compassionate, and non-judgmental approach
- Good standard of spoken and written English
- Ability to stay focused under pressure

(full specification appears later 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.

Orangeline Volunteer

E = ESSENTIAL		D = DESIRABLE	
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		√
•	Previous experience of working with the general public	√	

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		√
•	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	√	
•	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