

## Volunteer Role Description

<b>Volunteer Title:</b>	Orangeline Volunteer
<b>Department:</b>	Orangeline Services
<b>Volunteer Supervisor:</b>	Orangeline Project Manager
<b>Essential requirements:</b>	An Enhanced DBS check

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**Aims:** 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.

**When / Where:** 3-4 hours per week  
Mon – Fri between 9.00am and 5.00pm

### Main Tasks:

- Make and receive calls to provide emotional support and guidance
- Signpost callers to relevant support services and groups
- Maintain accurate and confidential call logs
- 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)
- Provide listening support through telephone conversations and/or assist with facilitating community-based and hospice-based support groups.

**Skills and Experience:**

- An understanding of and the ability to maintain excellent professional safeguarding boundaries
- Telephone/customer service experience preferred
- Ability to express natural empathy
- Good English verbal and written skills – with clear handwriting
- Good listening and communication skills
- Confident telephone manner
- Ability to stay calm and focussed
- 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 public
- Agreement to commit to the scheduled rota sessions
- Ability to be flexible and adapt to the needs of the service within reason e.g. helping to cover holiday and sickness –
- 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, to be able to continue current role within the OrangeLine team
- To safeguard yourself and others through check in sessions with OrangeLine staff; and group support

**Personal Qualities:**

- 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
- Deliver support services whilst maintaining appropriate professional distance
- Handle sensitive and confidential information with discretion and integrity

### How will my application be assessed?

**Informal Interview:** Following the return of a completed application form either the Voluntary Services Team or recruiting department will contact you to arrange an informal interview. This will be an opportunity for you to ask any questions about volunteering and for us to find out more about you.

**References and DBS Check:** As Saint Francis Hospice is committed to ensuring the safeguarding and wellbeing of the people we work with; you will be asked to provide 2-character references to support your application. A criminal record check will also be required for certain volunteering roles.

### Benefits

- We have a suite of mandatory training to ensure you are well prepared for your volunteering journey and to ensure the safeguarding and wellbeing of everyone at the hospice.
- A Volunteer Supervisor will be available to provide support, advice and guidance.
- The opportunity to meet new people and make new friends.
- Feel a sense of accomplishment through supporting the work of Saint Francis Hospice

### Equality and Diversity

The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities. Volunteers are also expected to adhere to the hospice's policy on equality and diversity.

### Our Values

**Compassionate** – we are a caring team, kind to each other and put the needs of individuals and their loved ones at the heart of what we do.

**Collaborative** – We value working in partnership across our communities and are proactive about nurturing relationships and stakeholders.

**Creative** – We are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.

