

Volunteer Role Description

Role: Hospice Community Champion

Responsible to: Volunteer Co-ordinator

Location: Various locations in West Cumbria

Time Commitment: This is a flexible role to suit your availability

Overall Objective:

To help raise awareness about the wide range of care and support we provide to those suffering from a life-threatening or life-limiting illness with the aim of improving quality of life, educating people in our community about hospice care, helping to spread knowledge and improve lives. To build relationships and connections for Hospice at Home West Cumbria, inspiring people in our community to become involved in our fundraising initiatives or to volunteer.

The activities of this role are varied and will range from attending events, representing us and talking about the charity's work, through to dropping in leaflets and posters with local organisations, encouraging and inspiring others to get involved in fundraising and volunteering. This is a really important role as it helps us to reach new people in our community, encourage further involvement, build community networks, inspire new activity, and thank our friends, volunteers, and supporters for the work they are doing.

Key Responsibilities:

- **Raising Awareness of Hospice at Home West Cumbria:** Sharing information about the range of care and support we can provide and building support networks (materials will be provided)
- **Engaging:** Reaching out to local organisations and community bodies.
- **Visiting:** Attending events and responding to invitations to give presentations and talk about the work of Hospice at Home West Cumbria
- **Relationship Building:** To inspire people to support us through volunteering and fundraising and thanking supporters for their contribution
- **Representing:** Making conversation with members of the public and answering questions about the charity, sharing Hospice at Home West Cumbria's messages and representing the charity in a professional manner.
- **Fundraising:** Promoting fundraising initiatives and activities within the community, inspiring others to take action locally to support the hospice



Roles are subject to a one-month trial.

Benefits to the Hospice Community Champion: There are a host of ways that you, as a volunteer, will benefit from being a Hospice at Home West Cumbria Community Champion.

- You will meet new people and become part of the Hospice at Home West Cumbria community
- You will be contributing to the growth and development of Hospice at Home West Cumbria
- You will gain a sense of satisfaction and pride for helping to make a valuable difference
- You will gain new skills and experiences
- We will be happy to provide a reference for future employers

Who are you?

- You will be a personable, enthusiastic and approachable individual
- You will have initiative, drive and determination
- You, or one of your loved ones, may have been affected by a life-limiting or life-threatening, though this isn't a necessity

What can you expect?

We value the amazing support our volunteers give us and want to give you the best start in your new role. We will do this by providing:

- An induction session to introduce you to the charity, recognising your skills and identifying any ongoing support you may need from us to fulfil the role
- A presentation and resource pack to share with your community as and when needed
- A designated point of contact for support and guidance, when needed
- Reimbursement of agreed out-of-pocket expenses e.g. travelling to and from a meeting venue
- A volunteer newsletter and/or fun group catch-ups during meetings where we would love to meet with you in person

General:

1. Respect the confidentiality of any information held in relation to past or present patients, carers, staff and other volunteers.
2. Undertake mandatory training via eLearning and any other training specific to the role.
3. Always act in accordance with the values and behaviours of Hospice at Home West Cumbria.

Person Specification

Role: Hospice Community Champion

	Qualities Required	Essential/Desirable/Not Applicable (N/A)
Practical Knowledge and Qualifications	You do not need to have any formal qualifications but any relevant qualifications or equivalent experience would be useful	Explore at informal interview
Qualities, Values and Skills	Lives locally and over the age of 18 (16-18 by arrangement)	E
	Wants to make a difference in your community	E
	Is a good listener with social skills	E
	Reliable and flexible	E
	Has a positive and enthusiastic attitude	E
	Enjoys working with people	E
	Able to work with others in a respectful and non-judgemental way	E
	Able to give and receive feedback	E
	Have enthusiasm and willingness to help others in the community	E
	Have a sensitive and caring attitude	E
Experience	Experience of working with administrative systems and processes	D
	Experience of working within a team and on own initiative	E
	Experience of building relationships internally and externally	E
	Experience of working in a busy environment	D
	Experience in handling confidential information and documentation	D
Optional Requirements	Ability to receive emails	E
	Ability to access the internet	E

	Ability to attend support groups and/or team meetings	E
	DBS required	N/A
	Manual handling	D
	Ability to attend mandatory training	E
	Own car/ability to travel within West Cumbria	E
Building Environment	Ability to use the stairs in an emergency	E
	There will be some element of lone working with this role.	E