

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>VOLUNTEER COORDINATOR</b>	
<b>REPORTS TO</b>	<b>SUPPORT SERVICES MANAGER</b>	
<b>DEPARTMENT</b>	<b>SUPPORT SERVICES</b>	
<b>MAIN PEOPLE INTERACTIONS</b>	<b>INTERNAL</b> Board and Committees Clinical Team Support Services Team Volunteers	<b>EXTERNAL</b> Patients Families/Carers Providers/Suppliers Professional Associations
<b>POSITION PURPOSE</b>	Plans, coordinates and facilitates effective evidence-based volunteer services to support Hospice operations.	
<b>MISSION, VISION AND VALUES</b>	<p><b>MISSION</b></p> <p>Albany Community Hospice continues to be a leader in the provision of specialised palliative care, end of life choices, support and education so our community can experience death with dignity in a manner and place of their choice.</p> <p><b>VISION</b></p> <p>Our community has access to, and values the contribution of, quality palliative and end of life care.</p> <p><b>VALUES</b></p> <ul style="list-style-type: none"> <li>❖ Compassion</li> <li>❖ Integrity</li> <li>❖ Inclusivity</li> <li>❖ Collaboration</li> <li>❖ Excellence</li> <li>❖ Innovation</li> </ul>	
<b>EXPECTED BEHAVIOURS AND ATTITUDES</b>	<ol style="list-style-type: none"> <li>1. Actively support the Hospice's Mission and Vision;</li> <li>2. Adhere to Albany Community Hospice's values;</li> <li>3. Adhere to the Hospice's Policy, Procedures and Codes;</li> <li>4. Adhere to health and safety procedures and actively contributes to maintain a safe, healthy and hazard-free environment; and</li> <li>5. Demonstrate: <ul style="list-style-type: none"> <li>○ energy, enthusiasm and drive;</li> <li>○ self-awareness and consideration;</li> <li>○ an ability to maintain confidentiality;</li> <li>○ honesty and an outstanding work ethic;</li> <li>○ loyalty to the role, people and the Hospice;</li> <li>○ commitment to continuous improvement;</li> <li>○ a positive and proactive attitude; and</li> <li>○ respect for self and others.</li> </ul> </li> </ol>	

KEY POSITION RESPONSIBILITIES	TASK FOCUS AREAS
<p><b>Effectively Coordinate and Facilitate Volunteering Programs</b></p>	<p>Plan, coordinate and facilitate effective volunteer programs to support Hospice operational needs.</p> <p>Research, develop, implement, and maintain evidence-based activities customised to meet the identified needs of the Hospice.</p> <p>Attract, recruit and onboard volunteers, matching their interests with suitable opportunities.</p> <p>Lead, manage and develop Hospice Volunteers to provide an effective and timely service.</p> <p>Plan and deliver volunteer training and assess competency in alignment with Hospice and mandatory requirements.</p> <p>Monitor, review and analyse program and service usage statistics and consumer feedback to measure effectiveness.</p> <p>Modify and adjust volunteer programs accordingly to maintain service effectiveness.</p> <p>Source and distribute current and relevant information and resources.</p>
<p><b>Undertake Effective Communication</b></p>	<p>Communicate effectively and accurately with the volunteers, patients, carers, family members and colleagues ensuring dignity and respect is maintained at all times.</p> <p>Promptly and regularly check correspondence, emails and communications to maintain a current knowledge of operational needs.</p> <p>Communicate with clinical and support service teams in a timely, accurate and complete manner.</p> <p>Connect and partner with external organisations and agencies, sourcing information regarding external programs, and promoting the Hospice's programs to maintain their effectiveness and sustainability.</p> <p>Actively participate in team and internal meetings and external forums.</p>
<p><b>Develop and Maintain Effective Relationships</b></p>	<p>Develop and maintain effective professional relationships with internal and external stakeholders.</p> <p>Foster trusting and supportive relationships with patients, carers and families and the wider community.</p> <p>Create a cohesive team environment and manage conflicting perspectives to enable the delivery of positive outcomes.</p> <p>Represent the Hospice at external events, seminars and community engagement forums.</p>
<p><b>Actively Support Hospice Operations</b></p>	<p>Promote and comply with all relevant legislative and regulatory obligations, and adhere with the Hospice's codes, policies and procedures.</p> <p>Complete administrative and operational activities in alignment with Hospice requirements.</p> <p>Be willing to actively participate in continuous improvement initiatives and projects.</p> <p>Promote and undertake safe work practices.</p> <p>Be willing to undertake tasks as requested by the Hospice Management.</p>

CRITERIA	
<b>QUALIFICATIONS</b>	Relevant community services tertiary qualifications or equivalent and/or relevant experience in volunteer management or other relevant area. Satisfactory National Police History Check. Hold appropriate Australian work rights. Maintain the currency of expertise through ongoing professional development.
<b>KNOWLEDGE AND EXPERIENCE</b>	Significant knowledge and experience with managing and working with volunteers. Demonstrated experience researching, creating, and coordinating evidence-based programs. Demonstrated knowledge of relevant legislation, regulations, and national standards. Demonstrated knowledge of safe work and quality practices and a commitment to apply them.
<b>SKILLS AND ABILITIES</b>	Advanced interpersonal skills, enabling harmonious and positive relationships with colleagues, guests, and family members/carers. Advanced written and verbal communications skills. Advanced time management and organisational skills. Demonstrated ability to be self-directed and motivated. Demonstrated ability to work autonomously and as part of a team. Advanced problem solving and critical thinking skills. Demonstrated ability to be flexible and adopt change. Advanced Information Communication Technology (ICT) skills.
<b>IMMUNISATION REQUIREMENTS</b>	As per the Staff Health & Immunisation Policy, be fully vaccinated against COVID-19 including a 3 <sup>rd</sup> booster dose.

**ACKNOWLEDGEMENT**

I \_\_\_\_\_, confirm that I have read and understood the expectations detailed in this position description. I agree to work in accordance with this document, and I will use all my knowledge, experience, skills, and abilities to meet the role’s requirements.

**EMPLOYEE NAME:**

\_\_\_\_\_

**EMPLOYEE SIGNATURE:**

\_\_\_\_\_

**DATE:**

\_\_\_\_\_

**HOSPICE MANAGEMENT NAME:**

\_\_\_\_\_

**HOSPICE MANAGEMENT SIGNATURE:**

\_\_\_\_\_

**DATE:**

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<b>Instructions</b>
1. Read the Position Description carefully and keep a copy available for you to refer to at work. 2. If you need anything clarified, ask your manager. 3. As the needs of the Hospice evolve, your Position Description may need to be revised. This would occur in collaboration between you and your manager.