

## VOLUNTEER ROLE DESCRIPTION – Volunteer Family Support Worker

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| Role Title:                                                                 | Volunteer Family Support Worker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Where:                                                                      | ellenor Hospice, Gravesend                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| When:                                                                       | Monday – Friday (office hours, for emotional/psychological support calls and visits)<br>Saturdays (occasional, if supporting groups)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Commitment:(how often)                                                      | Weekly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Duration:(times)                                                            | Flexible between 09:00 – 17:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>What tasks will be undertaken:</p> <p>“What will your role involve?”</p> | <ul style="list-style-type: none"> <li>• Working within the Family Support Service to ensure that we are providing high quality care and support to clients</li> <li>• Working with clients to support their emotional and psychological needs when dealing with difficult situations and life circumstances including caring responsibilities, bereavement and life-limiting diagnoses</li> <li>• Communicating important information regarding client care with substantive Family Support Workers to ensure a collaborative approach within the team e.g. safeguarding concerns are raised, key information is presented at MDT meetings</li> <li>• Attending regular meetings with our Family Support Workers (once per month minimum) to discuss your caseload and to ensure you are supported within your role</li> <li>• Committing to and attending one hour’s Clinical Supervision per month</li> <li>• Providing emotional and psychological support to clients via telephone calls and face-to-face appointments</li> <li>• Supporting with the facilitation of group sessions where required</li> <li>• Responding to the individual needs of clients and tailor support appropriately, working with compassion, empathy and professionalism</li> <li>• Maintaining strong professional boundaries whilst also demonstrating the ability to adapt practice to meet individual client’s circumstances, including due regard for cultural differences.</li> <li>• Being responsible for, and demonstrating, both organisational and clinical skills in the management of your own caseload</li> <li>• Completing all statutory and mandatory training and ensuring it is kept up to date</li> </ul> |

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|                                                                            | <ul style="list-style-type: none"> <li>• Ensuring that there is an appropriate plan of support in place for each client which is clearly documented and evaluated.</li> <li>• Being responsible for documenting all contact and session notes in line with the Clinical Documentation Policy</li> <li>• Demonstrating a level of competence in using IT and computer systems in order to ensure all notes are documented appropriately</li> <li>• Forming effective working relationships with other professionals within the organisation and ensure clients are referred to appropriate services (both internally and externally) where required</li> <li>• Being vigilant regarding safeguarding issues and ensure that the Organisation’s Safeguarding policy is followed when appropriate</li> <li>• Attending meetings as necessary, encouraging communication and aiding liaison both internally and externally</li> <li>• Maintaining up to date and accurate case notes in line with professional standards and local ellenor policies</li> <li>• Handling client records securely and maintaining confidentiality as appropriate.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>Skills required:</p> <p>“Will the role suit me? Yes, if you are...”</p> | <ul style="list-style-type: none"> <li>• Compassionate, caring, warm and empathic</li> <li>• High levels of professionalism and strong boundaries</li> <li>• A friendly, approachable and supportive attitude</li> <li>• Ability to work independently while completing your tasks, with a willingness to work within, contribute to and become a valuable member of the team</li> <li>• Good IT skills (to ensure record-keeping is maintained effectively on our systems)</li> <li>• Committed and dedicated</li> <li>• Qualification and/or experience in a relevant field: Counselling Skills, Social Work, Mentoring, Nursing etc (desirable)</li> <li>• Knowledge of Child Protection and Vulnerable Adult procedures (desirable)</li> <li>• Ability to commit to providing support on a weekly basis</li> <li>• Flexible and adaptable approach</li> <li>• Excellent interpersonal and communication skills</li> <li>• Experience working in a bereavement or healthcare setting (desirable)</li> <li>• Awareness and sensitivity to the needs of patients and families under the care of a specialist palliative care service</li> <li>• Enthusiastic and cheerful with a positive attitude</li> <li>• Reliable and trustworthy</li> <li>• Respectful of confidentiality (this is essential)</li> <li>• A social person who enjoys interacting with others</li> <li>• Flexible to change</li> <li>• Respectful of others and their diversity</li> <li>• Passionate about helping people in your local community</li> <li>• Good at communication, both listening and speaking</li> <li>• Approachable and friendly</li> </ul> |

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| <p>Benefits and support applicable to the role:</p> | <ul style="list-style-type: none"> <li>• The opportunity to make a difference to people at a difficult time in their lives</li> <li>• The chance to support your local community</li> <li>• An opportunity to develop new skills and experiences</li> <li>• A chance to meet new people</li> <li>• Access to line manager on request</li> <li>• Access to staff wellbeing support network</li> <li>• May count towards placement hours on some courses which require the utilisation of e.g. Counselling Skills</li> </ul> |
| <p>Notes:</p>                                       | <p>Our volunteers are at the forefront of this essential service. They provide vital support to <b>ellenor</b> staff, helping clients to access high-quality emotional and psychological support.</p>                                                                                                                                                                                                                                                                                                                      |
| <p>For more information contact:</p>                | <ul style="list-style-type: none"> <li>• <a href="mailto:Catherine.aird@ellenor.org">Catherine.aird@ellenor.org</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                             |