



Position Description

Community and Volunteer Engagement Officer

Goulburn Valley Hospice Care Service Inc. (GV Hospice) is an autonomous incorporated community-based palliative care service located in the City of Greater Shepparton. It was established in May 1989. GVHCS provides specialist palliative care primarily to patients in their homes. The Service operates 24 hours a day, 7 days a week.

Our Vision is to lead, promote and develop excellence in palliative care. GV Hospice is committed to providing an inclusive culture where all employees can contribute to the delivery of exceptional palliative care in the community.

THE ORGANISATION

GV Hospice is a specialist palliative care service providing support to patients, their carers and their families within the Greater Shepparton municipality. We are a non-for-profit organisation governed by a volunteer Committee of Management and employ approximately 20 staff across the following disciplines:

- Nursing: clinical and management
- Health Professionals: Counselling, Bereavement, Social Work, Quality and Innovation and the Community, Volunteer Engagement Officer
- Administration: Business and Client Support Services
- Retail: Sales and donation collection at the Opportunity Shop (Fryers Street, Shepparton)

Our team works closely with a number of health care services, combining our knowledge and expertise, with a family-centred approach. Through early planning and integration of care with other services, care improves the quality of life for the patient and the family living with a terminal illness.

THE POSITION

The Community and Volunteer Engagement Officer recruits, trains, supervises, coordinates and supports GV Hospice's extended volunteer network, in particular Patient Care Volunteers and the Opportunity Shop Volunteers. Additionally, the role will engage with all GV Hospice fundraising groups. Working within the Supportive Care Team, the role liaises with members of the palliative care team to ensure Patient Carer Volunteers are matched to appropriate roles. The role will enhance Volunteers' knowledge and skills to become Ambassadors to bring awareness of home-based community palliative care through volunteer and community engagement activities.

TERMS AND CONDITIONS

CLASSIFICATION:	Pending qualifications and experience; Level 2 or 3
RELEVANT AWARD:	Health Professionals and Support Services Award 2010
ACCOUNTABLE TO:	Executive Manager
HOURS OF EMPLOYMENT:	As per contract
PERFORMANCE APPRAISAL:	At six months, and then annually.

This position description will form the basis of the Performance Appraisal.

SELECTION CRITERIA

1. Essential Qualifications and Requirements:
 - A qualification in a health discipline or community engagement field and/or extensive experience in managing volunteers and/or community engagement
 - Current driver's license for Victoria
 - National Police Record Check – current and satisfactory
 - Successfully meets the pre-employment screening requirements
2. Demonstrated ability to recruit, train, supervise and work effectively with volunteers
3. Significant proven experience working with and growing volunteer groups
4. Exceptional high level of written and oral communication skills inclusive of multimedia platforms
5. Confident and capable in the use of information technology e.g. Microsoft Office Suite
6. Demonstrated leadership experience: confident as an effective role model, providing guidance, empowering others and fostering teamwork
7. Initiative: demonstrated ability to identify needs, plan, take action and evaluate, and
8. Flexibility to attend some 'out of business hours' community or GV Hospice organisational events.

DESIRABLE REQUIREMENTS:

- Knowledge and understanding of government legislation, policies and procedures relating to volunteer engagement, risk management, occupational health and safety within the context of a community health care setting
- Understanding of interpersonal support strategies and skills and understanding of issues pertaining to palliative care and end of life
- Experience in evidence based program development, implementation and review
- Certification in Training and Development or like, and
- First Aid Certificate.

SCOPE

This scope of practice is defined by The Code of Conduct reflective of each professional body (the code), which sets out the legal requirements, professional behaviour and conduct expectations for Health Professionals in all practice settings, in Australia.

PROFESSIONAL BOUNDARIES

Professional boundaries allow Health Professionals, the person and the person's nominated partners, family and friends, to engage safely and effectively in professional relationships, including where care involves personal and/or intimate contact. In order to maintain professional boundaries, there is a start and end point to the professional relationship and it is integral to the employee's professional relationship. Adhering to professional boundaries promotes person-centred practice and protects both parties.

KEY RESPONSIBILITIES

Key Responsibility 1	Provide support for and contribute to the ongoing development of volunteer streams
<p>KPI: Competent in the delivery of recruitment, orientation and training of volunteers.</p> <p>Volunteer programs are modelled from evidence based frameworks.</p>	<ul style="list-style-type: none"> • Carers Support Program: facilitation of volunteers to successfully complete compulsory education modules • Provide continuous support, supervision, training and direction of volunteer activities in alignment with policies, processes, and quality standards. • Develop and review orientation programs, role descriptions in accordance with current standards in volunteer engagement, legislative requirements and Service demands. • Facilitated activities meet volunteer participant’s needs. • Continuous improvement of volunteer engagement within all volunteer programs is well documented. • Enquiries of potential volunteers are processed and addressed in a timely manner.
<p>GV Hospice volunteers are supported to advance their knowledge and skills to be GV Hospice Ambassadors.</p>	<ul style="list-style-type: none"> • Evidence of creating and supporting positive messaging and community relationships, enhancing awareness of GV Hospice community palliative care service. • Outcomes from GV Hospice various volunteer groups and/or activities is captured and shared on GV Hospice social media platforms. • Opportunity Shop Volunteer engagement and evaluations are captured.
<p>Number of successful initiatives carried out per year.</p> <p>Positive feedback from volunteers, patients, community members on activities.</p>	<ul style="list-style-type: none"> • Effective annual planning, implementation and evaluation of events and activities is documented and celebrated. • Volunteer event planning demonstrates risk management, a communication strategy, and event checklist with defined roles and responsibilities. • Advance Care Planning Volunteer Community Ambassadors are established. • Consultation, participation and feedback is evident in the development of policies and strategies related to the volunteer program initiatives.
Key Responsibility 2	Support the organisation to engage and communicate with our community
	<ul style="list-style-type: none"> • Represent GV Hospice at identified community events. • Deliver presentations and speak at events with a view to increasing knowledge and pathways of engagement for the community.

Key Responsibility 3	Utilise culturally appropriate intervention strategies to support volunteers and clients from Culturally and Linguistically Diverse backgrounds
<p>Modifies clinical approach to reflect client age group and/or cultural needs.</p> <p>Provides information using a range of strategies to demonstrate consideration of volunteer and client needs.</p>	<ul style="list-style-type: none"> • Demonstrates a positive regard for diverse cultures. • Demonstrates awareness of the relationship between culture and health beliefs, and the relationship between culture and health seeking behaviour within approaches applied. • Develops effective communication and relationships with other ethno-specific providers and community groups. • Demonstrates knowledge of culturally appropriate resources and how to access them, including use of interpreting services.
Key Responsibility 4	Commitment to quality, continuous improvement, occupational health and safety and risk management
<p>Demonstrate and contribute to meeting both National and State, Palliative Care/ Volunteer standards.</p> <p>Demonstrate safe work practices.</p> <p>Volunteer meetings reflect a platform which shares and captures experiences and enables regular feedback and encouragement.</p>	<ul style="list-style-type: none"> • Program development and initiatives reflects practices as defined within National/State Palliative Care/Volunteer Standards. • Liaise with members of the palliative care interdisciplinary team to monitor volunteer placements, matching of volunteers to patients, and their carers. • Monitors each volunteer's 'activities' to reduce risk of volunteer fatigue. • Participate in meetings, training and other health and safety activities, and completes all mandatory competencies as deemed necessary by the organisation. • Foster and collaborate in the development and achievement of best practice and quality processes.
<p>All staff are expected to adhere to:</p> <p>Compliance with accreditation standards</p>	<ul style="list-style-type: none"> • Demonstrate an understanding of GV Hospice Policies and Procedures. • Participate in Quality Improvement activities. • Maintain a professional appearance as required by GV Hospice Care Service Policy. • At all times will conduct themselves in the best interest of the organisation. • Ensure familiarity and compliance with Occupational Health and Safety requirements and regulations. • Undertake other projects and duties as directed by Executive Manager. • Maintain a high level of clinical and professional expertise in palliative care. • Provides concise, integrated and systematically formatted progress notes as per GVHCS Policies and Procedures and legal requirements. • Complete comprehensive reporting on the PalCare Patient/Carer Record of interactions and outcomes of volunteer engagement. • Contribute positively to the effective functioning of a mutually supportive team. • Attend family and other meetings, as required, to ensure palliative needs and goals of care are understood by volunteers.

	<ul style="list-style-type: none"> • Maintain ongoing professional development to meet industry standards and to enhance knowledge and expertise in the application of Palliative Care Standards and Principles.
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GENERIC RESPONSIBILITIES AND REQUIREMENTS

Code of Conduct

GVHCS Code of Conduct is binding on all staff. Contravention of a provision in the code may constitute misconduct and/or regarded as a breach of the employee’s employment agreement.

Compliance with Policies and Procedures

All GVHCS’ policies, procedures and guidelines are available on the document management system PROMPT. All staff must ensure compliance with policies, procedures and guidelines and as required assist with their development and review.

Occupational Health and Safety

Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with the OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issue.

Confidentiality

All information concerning GVHCS, its patients, carers, families and staff must remain strictly confidential. A confidentiality form must be completed on employment.

Continuous Quality Improvement

GVHCS is dedicated to improving the quality and safety of the services it provides. As an employee of GVHCS you have a responsibility to participate in and commit to ongoing quality improvement activities.

Infection Control

Every staff member has the responsibility to adhere to the Infection Control Policies and Procedures and undertake any relevant infection control training.

All GVHCS sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Agreement:	I have read, understood and agree to comply with this position description.
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Name: _____

Signature: _____

Date: _____

Date of document update:	
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