

## **COMMUNITY SUPPORT VOLUNTEER** **JOB DESCRIPTION**

<b>ORGANISATION UNIT</b>	Volunteer Services
<b>LOCATION</b>	24a Takahe St, Tikipunga, Whangarei
<b>RESPONSIBLE TO</b>	Manger of Volunteer & Hospitality Services (MVHS)
<b>DIRECT REPORTS</b>	Nil
<b>PRIMARY FUNCTIONS OF THE POSITION</b>	To assist patients and their carers by providing social contact, outings and care giver respite

### **FUNCTIONAL RELATIONSHIPS**

<p><b>Internal</b></p> <p>Family Support Team Volunteer colleagues Community nursing team</p>	<p><b>External</b></p> <p>Patients/whanau/carer</p>
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### **NORTH HAVEN HOSPICE VALUES**

North Haven Hospice has developed a set of values that provide a framework for shaping and building our future. The following values and supporting statements have associated behaviours and there is a clear expectation that all staff will demonstrate these behaviours in their interactions with patients, families/whanau, other staff, and the wider community.

<b>VALUES</b>	<b>SUPPORTING STATEMENT</b>
Integrity <i>Tu Tangata</i>	Integrity requires courage, strength and commitment – it builds trust and trust creates a solid foundation from which respect can grow
Compassion <i>Aroha</i>	Compassion requires partnership and genuine engagement – it is caring and empathy in action
Respect <i>Whakaute</i>	When we treat people with respect we affirm dignity and a sense of self-worth
Excellence <i>Te Hiranga</i>	A culture of excellence inspires confidence, supports learning, and encourages innovation
Teamwork <i>Mahitahi</i>	Teamwork means creating a culture that values collaboration and a belief that better outcomes are achieved if we work together co-operatively and harmoniously
Stewardship <i>Kaitiakitanga</i>	Trustworthiness as an organisation and accountability to the community is shown through the careful management of all resources entrusted to us

### **KEY RESPONSIBILITIES AND EXPECTED OUTCOMES:**

The position of Community Support Volunteer encompasses the following key areas of responsibility:

1. To assist Patients and their care givers by providing social contact, outings and care giver respite.
2. Meet core organisational requirements.

The outcome requirements of the above key responsibility areas are outlined below:

**KEY RESPONSIBILITY 1:** To assist Patients and their care givers by providing social contact, outings and care giver respite.

Expected Outcomes:

- 1.1 Sitting with a patient to enable the caregiver to go out/have time away from the patient/sleep.
- 1.2 To take a patient out for a drive or outing which can include shopping, coffee or small event.
- 1.3 To act as a 2<sup>nd</sup> pair of ears for patient's appointments.
- 1.4 To provide friendship and support as appropriate within the parameters of volunteering.
- 1.5 Personal cares are not normally the responsibility of the North Haven Hospice Volunteers – however in rare circumstances – volunteers may be requested to assist with limited personal cares as per training provided through the volunteer education programme.
- 1.6 To oversee patient taking oral medication, as per specific instructions by the Nursing team.
- 1.7 Preparation or serving of meals or small household activities such as bringing in the washing.
- 1.8 Reporting to Manager of Volunteer & Hospitality Services/Community Clinical Coordinator by email/phoning Hospice, with any updates/concerns/feedback.
- 1.9 Attend monthly support meeting where possible.

**KEY RESPONSIBILITY 2:** Meet core organisational requirements for Volunteers of North Haven Hospice

Expected Outcomes:

- 2.1 Know, and uphold the documented values and philosophy of North Haven Hospice, and any code conduct relevant to the volunteer position.
- 2.2 Keep informed about and abide by policies and standards relevant to the volunteer position.
- 2.3 Participate in volunteer meetings providing ideas and feedback to help with ongoing improvement of North Haven Hospice services.
- 2.4 Observe and promote safe work practices and be proactive in hazard management.
- 2.5 Promptly report any accidents, injuries or near miss events so that appropriate support can be offered and solutions found to prevent recurrence.
- 2.6 Honour the Treaty of Waitangi, respecting the beliefs and values of those who identify as Maori, supporting tikanga practices as they are incorporated into hospice care and services.
- 2.7 Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.
- 2.8 Attend required training for the volunteer position.
- 2.9 Provide and receive feedback for own performance development.
- 2.10 Act as and ambassador for hospice in the community through volunteer and own social networks whilst maintaining the confidentiality of individuals and not acting or speaking on behalf of or representing North Haven Hospice unless so authorised by the Chief Executive Officer.

**CONDITIONS OF VOLUNTEER WORK:**

Every Community Support Volunteer must:

1. Have skills and personal attributes suitable to the volunteer position as assessed by the Manager of Volunteer and Hospitality Services
2. Respect the values, philosophy and mission of North Haven Hospice.
3. Be in generally good health, with no illness or injury that would prevent the competent completion of duties in this role
4. Complete training for your volunteer position which includes IPU segment, induction and essential skills and become familiar with the volunteer community resource. Induction and essential skills are to take place within the first year of volunteering.
5. Not accept personal gifts from patients and families. Gifts of money may only be accepted on behalf of the Hospice. All donations are receipted and audited. Any donation given to you must be handed in to the office immediately.
6. Maintain confidentiality of patients and their families / whanau.
7. Be of neat and tidy appearance, wearing footwear and clothing suitable to the work undertaken.
8. Be punctual. Please notify the Administrator of Volunteer Services or Manager of Volunteer and Hospitality Services as soon as possible if you are unable to do a pre-arranged shift. The Volunteer is an essential team member and a replacement must usually be arranged if you are unable to attend for any reason. Should you not be required for a pre-arranged shift, we will notify you of this as soon as possible.
9. Complete required training for the volunteer position.
10. Never give out your phone number or arrange to meet with patients, their families or whanau members outside of the volunteer relationship at Hospice without first checking with the Manager of Volunteer and Hospitality Services.

**DECLARATION AND ACCEPTANCE OF VOLUNTEER POSITION**

*I have read and understand the Community Support Volunteer Job Description.*

*I have received a copy of the Volunteer Hospice Folder and relevant factsheets.*

*I have had sufficient time to carefully consider this volunteer work agreement, and to seek independent advice should I so desire.*

*I am pleased to confirm my acceptance of the role under these terms and conditions.*

Signed \_\_\_\_\_ Volunteer

Signed \_\_\_\_\_ Manager of Volunteer and Hospitality Services

Date \_\_\_\_\_