

Position title	Volunteer Manager
Work Location	1836 Sturt St Alfredton
Employment type	Contract – Part time 0.6 FTE (7 days per fortnight)
Duration	2 years
Position reports to	Community Engagement Manager
Date approved	April 2022

Organisational Environment

Ballarat Hospice Care Inc. (BHCI) is a home-based palliative care service; caring for people living with a life limiting illness and supporting their family and carers in their place of residence. We are a team of specialist palliative care nurses, supportive care advisors, patient and family support volunteers and compassionate administrative staff. We work closely with GPs, local hospitals, specialist doctors, nursing and community services – all to meet the varying and individual needs of the people we care for including 24hr support and loan of equipment without direct cost to the patient or family. We also offer education to carers and patients and to health and community services and community groups. We cover the Hepburn Shire, City of Ballarat, the northern end of the Golden Plains Shire and the western end of Moorabool Shire.

Our palliative care philosophy is that death is a normal and expected part of life. The model of care incorporates physical, spiritual, social and emotional support; including grief and bereavement support for a period of 13 months, as endorsed by the *National Bereavement Standards*. BHCI is an inclusive organisation and undertakes accreditation in accordance with QIP and Rainbow ✓ quality standards.

As an incorporated organisation we work under the Incorporations Act and hold a Service Agreement with the Department of Health and Human Services Victoria. BHCI works within the frameworks of Safer Care Victoria (SCV) as the state's healthcare quality and safety improvement agency. We operate a Friends of Hospice Op Shop, which is supported by volunteers. BHCI is a flexible workplace and values investment in development of students, research and learning.

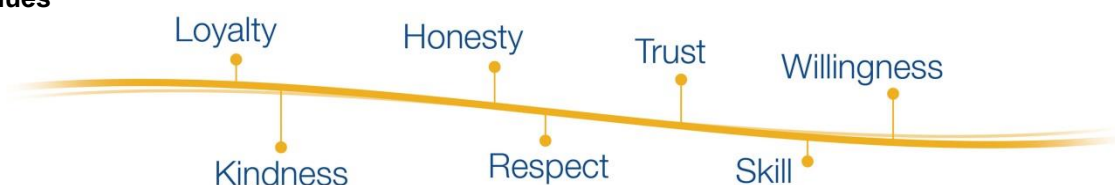
Vision

To offer our community a specialist palliative care service focused on end of life issues and care

Mission

Using a skilled interdisciplinary team approach, to facilitate with compassion, the provision of Home-Based, holistic palliative care, to anyone facing end of life issues

Values



Position Purpose

To provide leadership, develop and maintain systems and manage recruitment, training, resources and ongoing support of BHCI's volunteer program.

Scope

The Volunteer Manager provides support to all roles that have a volunteer interface while reporting to the Community Engagement Manager. The role works 7 days per fortnight primarily Monday to Friday, with some out of hours expected for community, volunteer or organisational events.

Key Responsibilities

1. Demonstrate and uphold the values of BHCI through professional attributes and behaviours
2. Utilise culturally appropriateness and respect for diversity
3. Manage volunteer involvement
4. Provide support for volunteers and contribute to the ongoing development of volunteering streams
5. Administration, compliance and auditing
6. Events, fundraising and communications

Key Responsibility 1:

Demonstrate and uphold the values of BHCI through professional attributes and behaviours

- To embrace the mission, values and philosophy of BHCI and use these principles as the basis of work practice
- Proactively contribute to professional attributes and behaviours (please see over)
- Ensures the provision of service complies with the policies and procedures of BHCI
- Effective and efficient management of own workload to include opportunities for research and quality improvement

Key Responsibility 2:

Demonstrate cultural appropriateness and respect for diversity

- Demonstrate a positive regard for diverse cultures, genders, sexual orientation and person-centred care
- Respond to all people in a non-judgemental, inclusive and supportive manner
- Demonstrate awareness of the relationship between culture, diversity, health beliefs, and health seeking behaviour
- Participate in education specific to cultural diversity, cultural safety, LGBTIQ+ inclusivity and the inclusion of minority groups regardless of how they identify.

Key Responsibility 3:

Manage volunteer involvement

- Ensure that attraction and recruitment, training and ongoing support policies and processes are aligned to BHCI values and quality standards
- Ensure the development and/or maintenance of job descriptions for all BHCI volunteers
- Undertake the initial recruitment, induction and initial training of volunteers across all BCHI programs, liaising with volunteer Task Supervisors in order to coordinate specific training relevant to each service area
- Identify opportunities for attracting, recruiting and supporting volunteers
- Ensure that appropriate volunteer ongoing training is undertaken and evaluated to meet relevant quality standards for volunteers

- Manage volunteer budget in conjunction with Community Engagement Manager

Key Responsibility 4:

Provide support for volunteers and contribute to the ongoing development of volunteer's streams

- Collaborate with volunteers and staff to identify where volunteer roles can be expanded
- Benchmark and network to identify volunteer streams in other palliative care services
- Identify and attend volunteering networks available within palliative care and volunteering in general, both at a State and local levels
- In conjunction with the Community Engagement Manager and Quality and Compliance Manager develop and conduct an annual volunteer satisfaction survey
- Develop new, innovative ways to show appreciation to volunteers with the Community Engagement Manager
- Conduct educational needs assessments with individual volunteers and establish resources to support volunteers
- Write submissions and/or coordinate volunteer submissions to the newsletter
- Coordinate and distribute the quarterly volunteer newsletter

Key responsibility 5:

Administration, compliance and auditing

- Ensure that BHCI meets legislative, contractual and organisational obligations pertaining to volunteer involvement
- Completion of volunteer registration procedures, screening checks and individual agreements
- Volunteer data management system is kept up to date and maintained to meet insurance requirements and provide statistics about volunteer contributions
- Ensure the security and confidentiality of all volunteer data
- Record volunteer positions and activity in accordance with legislative, contractual and organisational obligations

Key responsibility 6:

Events, fundraising and communications

- In conjunction with the Community Engagement Manager assist with the planning and undertaking of BHCI events
- Participate in community events that highlight the role of volunteering at BHCI
- Liaise with volunteers and staff to support fundraising activities for the benefit of BHCI
- Support the application of funding grants that benefit and sustain volunteer involvement

For all BHCI team members:

Occupational Health and Safety

- BHCI acknowledges its responsibility under the OHS Act 2004 and OHS Regulations 2017 to eliminate risks to health and safety in the workplace as far as is practicable. The legislation also places a duty on all employees to take responsibility for their own and others health and safety, to cooperate with management in relation to training, policies and actions to better the working environment.
- As a member of the team you are expected to consistently undertake meaningful self-care and professional self-development throughout the year.

Privacy and Confidentiality

- Ensure that the business and affairs of BHCI, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required by law. Such confidentiality shall extend to the commercial and financial interests and activities of BHCI
- Agree to maintain strict confidentiality while employed by BHCI and at all times thereafter as to information regarding BHCI and client / customer data, operating procedures, client lists and financial information acquired by you during the course of your employment. At no time must information related to patient/ family or staff member be discussed with anyone other than the relevant staff member and / or care professional providing care / service.
- Awareness of the implications of the National Privacy Principles (Privacy Act 1988 (Cth)), Information Privacy Principles (The Privacy and Data Protect Act 2014 (Vic)) and Health Records Act 2001.

Professional Attributes and Behaviours:

A. Teamwork

- committed to sustaining a positive and trusting team culture
- proactive contributor to the work of the team and contribute towards an interdisciplinary approach to care which includes continuous improvement and research opportunities
- willing to work collaboratively with all team members and willing to share information with colleagues
- open and honest communication with all team members
- willing to negotiate positive outcomes with all team members
- willing to develop new skills and knowledge rapidly

B. Motivation

- demonstrates a confident, optimistic and proactive mindset
- takes ownership of own job and actively considers the consequences of their actions and the decisions they make
- demonstrates commitment to the team, is willing to share responsibility for the team's goals & objectives

C. Workplace Integrity

- demonstrate ongoing commitment to the Vision and Mission of BHCI
- preparedness to consistently undertake work in a manner which is in line with the organisation's values of loyalty, honesty, trust, skill, kindness, respect and willingness
- treating the workplace environment, other staff and contractors with respect
- dealing with confidential and sensitive information in a professional manner

D. Workplace Responsibilities

- BHCI acknowledges that its staff and volunteers have legislative responsibilities in relation to workplace rights which include but not limited to: discrimination, victimisation, bullying and harassment including sexual harassment, equal opportunity, disability, family violence and or abuse and children, parents and carers
- All staff and volunteers work within a Risk Management Culture and report Adverse Events, Near Misses and Incidents as they are identified or arise.

Key Selection Criteria

1. Significant understanding of, and demonstrated commitment and energy for, the objectives and values of BHCI
2. Demonstrated strong values driven leadership and management style that encourages trust, initiative and best practice approach, with a commitment to working collaboratively to achieve agreed vision and objectives
3. Exceptional interpersonal and communication skills with demonstrated experience in successfully developing and maintaining collaborative partnerships at all organisational levels and with a wide range of external stakeholders
4. Highly developed administration and organisation skills with high level problem-solving knowledge of Microsoft Office software and Microsoft operating systems
5. Demonstrated experience in facilitating group work and developing educational programs
6. High level writing skills with demonstrated ability to produce clear and succinct documents and reports, catering for a variety of audiences and contribute to relevant submissions
7. Ability to encourage involvement of volunteers in meeting the goals and objectives of BHCI's service plan and empower volunteers to be effective in their roles

Qualifications and experience

A combination (or equivalent) of the following:

Qualifications in a relevant discipline (community development, community service, education, management)

In conjunction with

- significant workplace experience preferably within community or social welfare sector or health organisation and
- experience working with and coordinating volunteers

Personal experience as a volunteer will be highly regarded.

Also required – current and ongoing maintenance

- Current Police Check and Working with Children Check
- Current Driver Licence
- Evidence of current immunisation status including COVID and flu vaccinations

Other relevant information:

- The CEO may amend this position description if required. Any changes will be made in consultation with the employee(s)
- Appointment will be subject to a three-month probationary period from the date of commencement and a Performance Review will occur three (3) months following, then annually considering the key roles and responsibilities and required personal and professional attributes outlined in this position description. In addition to reviewing performance (individual and work team), the meeting provides an opportunity to ensure role clarity, revise key performance activities/measures and set development objectives and goals for the year ahead

Staff Name _____

Staff Signature _____ **Date** _____

CEO Name _____

CEO Signature _____ **Date** _____