

Neighbourhood Hub Support Volunteer: Role profile

Title	Hub Support Volunteer
Reporting to	Neighbourhood Hubs Therapy Lead
Location	Penzance and Wadebridge
Hours	Flexible

Our Vision

Is for all people living with terminal illness in Cornwall to be able to access the care and support they may need at the time and in the place that is right for them and their families

Our Mission

We aspire to deliver the highest possible quality care and support to our patients and their families. We will strive to develop and secure the resources necessary to achieve this, now and in the future

We aim to....

Care by delivering the highest quality, holistic, compassionate and individualised care to people in Cornwall

Value everyone, behaving with honesty and integrity and unlocking the potential of staff and volunteers so they can deliver a high standard of care, ethically generate funds and support the patients, families, friends and carers who rely on us

Listen carefully to what patients, families and professionals are telling us about the services we provide

Communicate in a timely and transparent manner with both internal and external audiences, ensuring we engage, consult and inform everyone in Cornwall and beyond of what we are doing and why

Collaborate working in partnership with other to broaden our scope and deliver services to those who are hard to reach

Innovate by encouraging creativity and development of ideas to ensure we are as efficient and effective as we can be in everything we do

Our Neighbourhood Hubs

Cornwall Hospice Care's new Neighbourhood Hubs in Penzance and Wadebridge provide hospice support and expertise to patients and carers in the community by enabling them to manage their symptoms, and increase their independence and confidence. The Hubs are regular drop-ins run by staff and volunteers, providing patients and carers with the space to talk and have their physical and emotional issues addressed. This volunteer role entails helping the Hubs run smoothly by providing befriending support to patients and carers.

Your role

- Point of initial contact by meeting and greeting people as they arrive – making tea/coffee and managing the kitchen area
- Helping people arriving for appointments or group sessions and supporting team in managing bookings
- Assist with collecting basic data on patients and carers
- Befriending and providing a listening ear and emotional support to patients and carers
- Getting alongside patients and carers to find out what support they need

- Identifying and flagging up patient and carer support needs with staff
- Provide information about and signpost people to hospice-based or trusted community-based support
- Helping facilitate group sessions and activities
- Checking out how people are at the end of their visit, and making sure they leave feeling ok
- Attending regular meetings for volunteers to discuss any issues that arise and contribute to the development of the project through open information sharing

Your qualities

- Confidentiality
- Caring, friendly, with excellent interpersonal skills
- Clear and sensitive communication skills
- Empathy and understanding
- Non-judgemental
- Reliability, good time management skills
- Comfortable relying on initiative and common sense, but also knowing when to seek support
- Willingness to operate within set boundaries

How we work together

Volunteers are a valued and vital part of Cornwall Hospice Care.

What volunteers can expect from CHC

- To be valued and treated with respect
- To receive the appropriate induction and training
- To be supported in the role, with a clear explanation of what it involves
- To have adequate supervision in the role
- To have access to information to enable them to perform their duties
- To be able to decide at any time to end their CHC involvement
- To have safe working conditions
- To be reimbursed for reasonable out of pocket expenses
- To be appropriately covered by insurance
- To develop and grow within the voluntary job

What CHC expects from volunteers

- To perform tasks reliably and with flexibility
- To work within CHC's aims and objectives
- To attend training and volunteer meetings when required and where possible
- To accept support and supervision to enable performance of the duties
- To respect and maintain confidentiality at all times
- To demonstrate a commitment to the philosophy of Cornwall Hospice Care