

Role Description

Community Liaison Volunteer

Responsible to: Head of Community Engagement

Accountable to: Head of Voluntary Services

Hours: As agreed with Head of Community Engagement

We work with our community to lead, provide and influence excellent care so that everyone affected by a life-limiting illness can access personalised care when and where they need it.

As a Community Liaison Volunteer you will raise the profile of Prospect Hospice services in local communities and encourage engagement from potential service users who may not be aware of our offer.

You will also act as a signposting service to other statutory, community and charitable services providing medical, practical, emotional and financial support to local people with a life-limiting illness, their families and carers.

Role responsibilities

- To act as Community Liaison for a designated area, promoting yourself as the first point of contact for anyone with a life-limiting illness wishing to find out more about the services available to them, their family or carers
- To attend for an agreed number of hours per week at an identified community hub to provide information and signposting to drop-in callers, ensuring that your office base is adequately resourced with up-to-date information on the most commonly-used community services
- To give people with a life-limiting illness a wide range of information to enable them to make informed choices about their current and future needs
- To identify individual needs and facilitate access to appropriate services so that assessments can be carried out and needs met
- To operate in partnership with other Community Liaison Volunteers and Prospect Hospice teams to ensure a seamless service, avoiding duplication of input to individual clients
- To maintain a high profile for the Community Liaison scheme and the wider work of the Hospice by ensuring local GP surgeries, councillors holding health portfolios, community organisations and others are aware of your role and will promote it on your behalf where appropriate
- To hold regular catch-up meetings with key local groups to maintain your profile and ensure up-to-date knowledge of the services they provide, along with appropriate referral routes
- To maximise opportunities to deliver 'pop-up' sessions in appropriate settings within your geographical area, eg in empty shops, at community events and health fairs etc
- To ensure that materials and stands are appropriately badged as Prospect Hospice services in accordance with our corporate identity guidelines, by way of pop-up banners, stationery, leaflets and uniform

- To maintain basic records to evidence the impact of the role and the numbers of clients assisted, as agreed with the Head of Community Engagement

Personal responsibilities:

- To undertake a structured induction to learn about the services Prospect Hospice provides, prior to becoming active in the role
- To retain up-to-date knowledge of the range of services available in your geographical area
- To display a friendly, caring and professional attitude
- To adhere to Prospect Hospice's confidentiality and personal safety policies
- To be aware of and follow health and safety regulations
- To attend six-monthly support meetings/in-house training sessions as required
- To seek help or support when needed
- To give at least 24 hours' notice where possible if you will not be able to fulfil your agreed time commitment

Volunteers will be reimbursed for reasonable out-of-pocket expenses incurred upon completion of the appropriate claim form.

Skills and Experiences

Role: Community Liaison Volunteer

This role is available to anyone over the age of 18

| Criteria | Essential | Desirable |
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| Presentation/impact | <ul style="list-style-type: none"> • Excellent ambassador for Prospect Hospice • Welcoming, helpful demeanor • Professional approach | |
| Experience | | <ul style="list-style-type: none"> • Experience of working in an advisory or signposting capacity |
| Knowledge & skills | <ul style="list-style-type: none"> • Excellent communication & interpersonal skills • Excellent listening skills • Good organisational skills • Good problem-solving skills • Able to demonstrate an understanding of the importance of boundaries in relationships with patients and their families. | |
| Special aptitude | <ul style="list-style-type: none"> • Understanding of the limits to the role – this is not a counselling or support role and will not carry out casework or visit people in their own homes • Genuine care for others • Tenacious in tracking down information about local community resources | |
| Disposition | <ul style="list-style-type: none"> • Confident & out-going • Flexible & adaptable • Team worker • Enthusiastic • Empathetic • Able to cope with & understand needs of distressed people • Respectful of people from a wide | |

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| | range of community groups and backgrounds | |
| Circumstances | <ul style="list-style-type: none">• Available 4-6 hours per week | Some flexibility welcomed, to be able to represent the Hospice at one-off events |