

HOSPICE CARE ASSOCIATION OF NORTH WEST TASMANIA INC
VOLUNTEER ROLE DESCRIPTION
APRIL 2022

Position Title: Hospice Care Volunteer

Place of work: Client Homes, Residential Aged Care Facilities, Hospitals
on the North West Coast of Tasmania.

Supervisor: Manager of Hospice Volunteers

The Hospice Care Association of North West Tasmania Inc (HCA) recruits, trains and supports Volunteers to assist people through the progression of their life limiting illness, enabling them to maintain a dignified lifestyle in the environment of their choice.

Function of the Role:

- To work as part of a team supporting those who are living with a life limiting illness, their carers and family/friends.
- Listening to, communicating with and supporting people in the environment of their choice.
- To be aware of and follow all policies and procedures of the Association at all times.
- To be aware of and follow the Palliative Care Australia Standards and the Volunteering Australia Standards, (given out at Training & Induction)

Primary Tasks:

- Provision of respite so that the main carer can have time away from the caring role
- Talking with and listening to a client (their carer, family and friends)
- Assisting and supporting with appropriate activities of interest to the client- music, cards, reading, games etc
- Attend to client's needs and requests if it is safe to do so and meets the HCA's guidelines
- Assisting clients with mobility aids, (wheelie walker, wheelchair)
- Providing the client with refreshment if required
- Providing transport for a client to go to and from medical appointments
- Being present with a dying client during their last hours. (This will be discussed with you prior, and you have the option to decline this request)
- Volunteers may be required to assist clients with transferring from bed to chair



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Essential Requirements:

- Completion of a satisfactory National Police Check, this is renewed every 3 years at the cost of the Association.
- Phasing in by 2024, the attainment of a Working with Vulnerable People card, also a 3- year renewal covered by the Association
- Full Covid-19 Vaccination
- Clear and current Driver's Licence

Skills Required:

- Good listening and communication skills
- Non-judgemental attitude, accepting of client's decisions and choices
- Respect for others' beliefs, values and philosophies
- Ability to refrain from imposing their own beliefs on others.
- Ability to uphold confidentiality of the clients and the service
- A willingness to support clients facing end of life, and their families
- Warmth, tact, patience, and empathy,
- A sense of humour and discretion
- Reliability and punctuality
- Ability to feel comfortable with silence
- Flexibility
- Awareness of issues surrounding grief and loss
- Ability to follow all lawful direction

General Information:

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Age:

- There is no specific age requirement, however very young applicants may not be deemed suitable due to their limited life experience

Health:

- A Volunteer is required to be in good physical, mental, emotional and spiritual health.
- A Volunteer needs to abide by good hand and respiratory hygiene and carry hand wash with them
- At any time if a Volunteer feels unwell, they need to contact the Manager and not visit their client

Training:

- All volunteers are required to attend and participate in the initial induction & training program
- Volunteers are encouraged to attend Volunteer Events and Meetings and to take the opportunity to de-brief at any time with the Manager
- Additional training will be provided according to the specific needs of the client

When:

- Volunteers will be given a commitment form on which they are required to stipulate the days/times they will be available. It is envisaged that a commitment of between 2-4 hours per fortnight is suitable.
- Volunteers must be reliable and punctual
- Volunteers are required to notify the office if they are going to be absent e.g., illness, holidays or family commitment.
- After initial induction/training program a 3-6-month probation period will follow.

Location of Position:

- Volunteering with HCA covers the entire North West Coast and is primarily delivered within the client's home, at times in Residential Aged Care facilities and /or hospitals.
- Respite sits with clients will generally be geographically close to the Volunteer's home



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Contact with the Office:

- Regular and two-way contact is important, you do not need a 'reason' to call or make contact
- As the majority of Volunteers are working within the community it is essential that Volunteers keep in regular contact with the Manager or Coordinator.
- Any and all changes to your support of a client outside of the regular hours rostered need to be communicated with the office
- You should contact the Manager if:
 - You are concerned or unsure about a client issue
 - You are feeling upset about a situation or issue
 - Contact arrangements between the client and yourself need to change.
 - You need an opportunity to debrief
 - You are unwell and cannot visit a client
 - You feel that you need to take a break from Volunteering



Contact Details:

- 08:30 am- 04:00 pm
- Monday to Friday
- 6477 7747
- 0418 127 590
- hospice.burnie@ths.tas.gov.au



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