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| **Volunteer Role Description:** | |
| Post | Volunteer Admin Support: Compassionate Neighbours |
| Department | Compassionate Neighbours |
| Location | 185 Bostall Hill/remote |
| Responsible to | Compassionate Neighbours Coordinator |

Compassionate Neighbours are volunteers who have taken part in training at the Hospice. Many of them go on to be matched with a Community Member in their local area who is lonely or isolated and nearing the end of life through age or illness. They visit for around an hour a week – getting up to all kinds of things! We are looking for a volunteer to support the C/N Coordinator to assist in the smooth running of the project.

**Time commitment:**

Two days a week with the potential to be flexible.

**Activities:**

Working alongside the CN Coordinator your main focus will be to liaise with C/N and community members, update databases, and assist with training and to support successful matches for both the Community Member and the CN.

**Tasks:**

* Follow up telephone calls to community members and Compassionate Neighbours.
* Respond to email inquiries.
* Excellent telephone manner.
* Update database as required.
* Support C/N engagement events/training/gatherings.

**Skills and personal qualities**

* Effective oral communication and interpersonal skills
* Computer literate competency in Microsoft Office
* Ability to work accurately and with attention to detail
* Willingness to be flexible to meet the needs of the Hospice
* Eagerness and ability to learn new skills
* Ability to deal with people and situations sensitively and appropriately and maintain confidentiality
* Ability to remain calm and polite at all times
* Someone who has already completed or will complete the C/N training.

Awareness of own response to death, dying and bereavement and ability to act appropriately in this regard.

**The above list is not exhaustive, and volunteers may be asked to take on other tasks to support and assist the smooth running of the hospice.**

**Training and support**

* Relias on-line training available
* NHS e-learning: Data Protection Awareness training
* Orientation pack/induction
* Support from C/N Coordinator & Volunteers Department

Any questions please contact Irene Baumgartl [irenebaumgartl@gbch.org.uk](mailto:irenebaumgartl@gbch.org.uk)

or call 020 8320 5812