

Position Description

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| Position Title | Palliative Care Volunteer Coordinator |
| Position Number | 30100488 |
| Division | Strategy and Community Affairs |
| Department | Volunteer Services |
| Enterprise Agreement | Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025 |
| Classification Description | Administrative Grade 3 |
| Classification Code | HS3 – HS25 |
| Reports to | Director, Volunteer Services |
| Management Level | Non Management |
| Staff Capability Statement | Please click here for a link to staff capabilities statement |
| Mandatory Requirements | <ul style="list-style-type: none">• National Police Record Check• Immunisation Requirements |

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Volunteer Services team focuses on the recruitment, retention and community engagement of all Bendigo Health volunteers who generously give their time to assist patients, residents and staff. The team includes the Director, Volunteer Services, a Palliative Care Volunteer Co-ordinator, Home and Community Care Program for Younger People (HACCPYP) Volunteer Coordinator and an Administrative Support Assistant. Easy to spot in their bright red shirts, our volunteers provide a valuable role in the patient/resident/visitor experience of health care at Bendigo Health. Collectively our volunteers contribute

1,000s of hours each year and support many tens of thousands of people being cared for by our health service annually. Volunteers are integral members of our Bendigo Health family.

The role of the volunteer can now be broken down into the following categories:

1. Providing basic administrative support within our health service
2. Providing companionship, practical and emotional support to patients, residents and visitors
3. Providing transport to our patients, residents and clients where appropriate
4. Providing spiritual care and support to patients, residents and visitors
5. Providing a consumer perspective via feedback or lived experience on specific areas/programs to help us with ongoing improvements to our health service.
6. Providing support for fundraising or other health service events

Volunteers are an integral part of Bendigo health and this position works in conjunction with the Director of Volunteer Services in providing management and co-ordination of volunteer support workers within the Specialist Palliative Care Service (SPCS).

Responsibilities and Accountabilities

The volunteer program is based on addressing the needs of the organisation and matching appropriate volunteers to these needs. Volunteers support palliative patients and their carers/families in our many palliative care settings providing a variety of services.

Key Responsibilities

- Responsibility and accountability for the efficient, effective management of all matters relating to Volunteer Support Workers (VSWs) within the Service, whilst identifying processes, tasks and resources required to achieve individual and group goals and track progress of these.
- Maintain the VSW's as members of the interdisciplinary team and manage this group using a high level of interpersonal skills to foster team cohesiveness in the context of a volunteer based service.
- In conjunction with the Director, Volunteer Services participate in the process to recruit and select VSW's for the volunteer program, and match them to areas of organisational need and best fit for the volunteer and the health service.
- Allocate financial resources to ensure that volunteer program activities are carried out efficiently and effectively within an externally managed budget.
- Provide leadership, co-ordination and administration (including rostering duties for staff) of volunteer activities, and support for VSW's who work across the entire palliative care service inclusive of onsite in Palliative Care in patient unit and Day Program as well as volunteers supporting palliative patients in the community or bereavement program.
- Autonomously organise and oversee day to day activities of VSW's within clearly defined parameters, standards, budgets and timeframes.
- Develop and evaluate the training program for the VSW's of the Bendigo Specialist Palliative Care Services and review and assess their efficacy in consultation with staff and management.
- Coordinate VSW's to ensure that volunteer program goals are met, and policies/procedures are adhered to under the supervision of a senior manager, whilst being an escalation point for staff grievances and subsequently, recommend actions to be taken.
- Develop and deliver professional development opportunities, induction and ongoing training programs for VSW's and encourage them to participate.
- Represent Bendigo Health at a state-wide level through the palliative care volunteer co-ordinator meetings. Including attending and actively contributing to sector network meetings or professional conferences.

- Review current and develop new policies and procedures which relate to VSW's whilst ensuring that documentation is aligned with state wide and best practice guidelines for volunteer management (Volunteering Australia's National Standards for Volunteers. Involvement) in collaboration with the Director, Volunteer Services.
- Actively raise awareness of the role of VSW's within the interdisciplinary team and within the organisation while seeking improvement opportunities and ways to innovate and encourage others to do the same.
- Actively promote the volunteer program and the broad impact it has both within and external to the health service.
- Develop and implement quantitative and qualitative reporting systems that deliver meaningful metrics with a view to use the information to benchmark service levels and measure improvements to service standards, whilst identifying the employment trends of VSW's.
- Actively engage with VSW's to ensure that their emotional wellbeing needs are met, through activities such as follow-ups and post-incident debriefing.
- Apply for awards for the volunteer program, both within the health service and externally.

Other duties as directed and in line with LOHVE competency framework for health volunteer management.

Key Selection Criteria

Essential

1. High level experience in working with and supporting Volunteers and demonstrated experience in personnel management.
2. Excellent people skills with an ability to connect and build positive rapport with people at all levels and of all backgrounds.
3. Excellent organisational skills and an ability to prioritise workloads in order to meet deadlines.
4. Ability to work as part of a team with a personal approach which is positive and enthusiastic.
5. Advanced problem solving skills taking into consideration factual information, clients and customers with a view to resolve problems in conjunction with Bendigo Health's core values.
6. Strong written and verbal communication skills including attention to detail required for the production of high level publications and the capacity to deliver oral presentations.
7. Experience and/or relevant certificates in computer applications and/or office administration and demonstrated experience in accurate and timely data entry.

Desirable

1. Diploma level or tertiary qualifications in business administration, health or a comparable qualification and/or the equivalent of 2-3 years' experience working in a similar field.
2. Sound knowledge and experience in effectively applying and coaching in Alternative Dispute Resolution methodologies including early intervention and conflict resolution.
3. Demonstrated experience in Human Resource Management processes.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**

- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.