

St Helena Hospice Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Event Coordinator and Admin Support
Department/Shop	Compassionate Communities
Location	The Hospice, Myland Hall plus remote and home working
Reporting To	Head of Partnerships

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop meaningful communication and listening skills
- The opportunity to make new friends with your peers and local communities
- The opportunity to connect with and support your local community
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental and physical health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel good factor!!

Role summary

- To coordinate events and activities, and provide administrative support for the service area including a specific focus on Compassionate Communities with supervision from the line manager.

Main duties of the role

- To plan, attend and supervise events and activities.
- To oversee event and activity bookings and promotion, monitoring attendance and corresponding with delegates.
- To work closely with colleagues to contribute towards hospice objectives and attend team meetings when available.
- To help build relationships with St Helena partner organisations and local communities.
- To work from home, St Helena sites and event locations, as required.

Training & supervision

- Regular supervisor meetings will be arranged within volunteer hours with a dedicated line manager.
- Online training relevant to the role is mandatory.
- Compassionate Conversations training to be taken online or in-person

- IT training regarding use of hospice systems used to communicate internally and externally.
- Online induction programme to be completed before starting in post to help with understanding of hospice teams and services.

Experience & qualifications required

- Organising / managing own time within a business environment
- Working effectively within a team
- Organising events and activities in the public domain and online
- Experience of interacting well with the public
- Understanding and maintaining professional boundaries
- Computer literate and competent in Microsoft Office applications (online training, electronic communications, word, excel etc)
- Using social media

Personal attributes

- Passionate about helping people
- Attention to detail
- Well organised
- Open to new ideas
- Good communication and interpersonal skills
- Reliable and trustworthy
- Team player with a friendly outlook
- Qualities of tact and diplomacy