



## Palliative Care Volunteer Role

CRANES Palliative Care Volunteers play an important and valued role in the Clarence Valley Palliative Care team. The Volunteer team consists of people from all walks in life with the common goal to enhance the quality of life of people receiving Palliative Care, their family members and care givers. Volunteers complement the work of the Community Nurses by visiting people with life limiting illness for companionship and support.

### Your role in the team

A Volunteer is matched with a person in their area who they visit regularly, usually for two to three hours a week. As a Palliative Care Volunteer you will support people in many ways. Your main role will be to

- Visit people in their homes for companionship and support;
- Provide family members and care givers with breaks and support;
- Take people on social outings e.g. for coffee, shopping or simply to sit and watch the water;
- Drive people to appointments;
- Run shopping errands;
- Assist with meal preparation;
- Sit and listen without judgment.

### You are

- |                   |                         |
|-------------------|-------------------------|
| ▪ Empathetic      | ▪ Discreet              |
| ▪ Compassionate   | ▪ Non judgmental        |
| ▪ A good listener | ▪ Flexible and Reliable |

## How we will support you as a CRANES volunteer

- You will participate in 24 hours of initial Palliative Care training;
- We will welcome and support you as a valued team member of CRANES, and the Clarence Valley Palliative Care team;
- CRANES Palliative Care Volunteer Coordinator is your foremost contact for support, customer/volunteer introductions, training, leadership, debriefing and administration;
- The Clarence Valley Palliative Care Clinical Nurse Specialist and the Community Nurses are our link for referrals, clinical direction and debriefing.
- We hold monthly Volunteer team meetings for peer support and friendship;
- We conduct individual annual supervision meetings with all Volunteers;
- Volunteers are encouraged to give feedback and contribute ideas for improving the Service;
- We organise team outings and workshops for our Volunteers to strengthen their individual capacity and resilience to cope with supporting people through the dying process;
- Volunteers have access to the CRANES Employee Assistance Program - anonymous, confidential independent counselling support;
- Palliative Care Volunteers are reimbursed for pre-approved use of their own vehicle whilst performing their duties with a Palliative Care customer or attending meetings and training under the auspice of CRANES Community Support Programs;
- Palliative Care Volunteers are covered by CRANES insurance whilst performing their pre agreed duties with a Palliative Care customer or attending meetings and training under the auspice of CRANES Community Support Programs.

## What you will need to have

- A Current Drivers Licence;
- Access to and willingness to use a registered motor vehicle covered by either Comprehensive or Third Party Property insurance;
- A current First Aid Certificate or willingness to participate in First Aid Training through CRANES at no cost to the Volunteer;
- Criminal Record Check and Working With Children Check Clearances (CRANES will assist with this process at no cost to you, the Volunteer);
- Capacity in your life to commit time to others on a regular basis.

## What we will expect of you as a team member

At CRANES, our customers are our number one priority. It is our responsibility as a team to ensure that people are treated with respect and that their dignity and confidentiality are upheld. As a member of the team, we expect that you will

- Attend and participate in monthly Palliative Care Volunteer team meetings;
- Be willing to participate in ongoing training for Palliative Care Volunteers;
- Be reliable;
- Be flexible in response to the individual needs of the customer;
- Respect the confidentiality of the customer and the family, other CRANES team members and the Palliative Care team;
- Ensure that all support and activities are approved by the Volunteer Coordinator for safety and insurance purposes;
- Have due regard for the safety of the customer and family, other team members and yourself;
- Develop and maintain effective communication with the Volunteer Coordinator, Community Nurses and other team members;
- Participate in Supervision by attending an annual individual feedback discussion with the Volunteer Coordinator;
- Acknowledge and work within the guidelines of CRANES policies and procedures and the Code of Conduct;
- Report any accidents and or incidents – actual or potential – to the Volunteer Coordinator as soon as possible.

## The unavoidable paperwork

As a not for profit organisation, CRANES is accountable for keeping up to date, accurate customer notes and financial records. So, as a Palliative Care Volunteer you will be expected to

- Complete all induction paperwork and documentation;
- Keep a record of each customer visit on Customer Contact forms and submit it to the Palliative Care Volunteer Coordinator every month;
- Keep a record of kilometres driven on a Travel Reimbursement Claim form and submit it to the Volunteer Coordinator every month.

## Your next step

Thank you for your interest in the Palliative Care Volunteer Support Service. Now that you know more about being a Palliative Care Volunteer with CRANES and would like to proceed, please contact the Palliative Care Volunteer Manager. To register your interest for the next Induction and Training, please speak with Maggie Barnewall on 02 66427257 or email [mbarnewall@cranes.org.au](mailto:mbarnewall@cranes.org.au).

**[www.cranes.org.au](http://www.cranes.org.au)**