



St Elizabeth Hospice

Volunteer Role Description

Role: Ambassador – Community & Education

Location: Great Yarmouth and Waveney

Staff Member Link: Area Fundraising Development Manager

Purpose of Role and Service:

Our St Elizabeth Hospice Ambassadors will be a key part of our team. They will help us to raise awareness of the Hospice's services which will in turn help to raise vital funds within the local community to support our work.

Our Community and Education Ambassador in Great Yarmouth and Waveney will play a vital role in representing the Charity at local events and functions, speaking about our work and the importance of support of our work.

This role will assist us in reaching new people, promote our education programme, inspire new fundraising activity, and most importantly thank our amazing supporters for the work they are doing.

Key Activities:

- Representing and attending invited events, for example community/social group meetings, school assemblies, and cheque presentations to give presentations/talk about the work of the Hospice
- Representing the charity in a professional manner
- Attending cheque presentations on behalf of the Charity to thank and say a few words about how the money raised will help to make a difference
- Delivering talks to local community groups, schools, faith groups, Rotary Clubs, Round Tables, Women's Institute groups etc. about the work of the Charity and the ways in which they could help us achieve our goals
- Making introductions to key community figures, groups and networks who could either help with fundraising or campaigns and to inform about the work of the Hospice services (e.g. MPs, mayors, WI, golf clubs, Rotaries, etc.)
- Promote the work of the education team by sharing details of the education programme with health care professionals such as GPs, care home providers, carer organisations plus carers and families and other interested parties to encourage attendance at our educational sessions at Beccles Community Hospital and the Louise Hamilton Centre
- Attend key events in the St Elizabeth Hospice calendar including our Great Garden Trail, Midnight Walk, Suffolk Remembers and other hospice events in your ambassador capacity
- Help to raise awareness of the Charity and our work by sharing your experience of St Elizabeth Hospice through networking with groups and individuals
- Help to raise the profile of the St Elizabeth Hospice Care Home Accreditation within care homes by networking with local people
- Keep abreast of information about the hospice, either by updating yourself with latest literature or viewing the website or social media posts, so that the correct information is communicated

Organisational Responsibilities

- To work within the policies of the Hospice and act within Care Standards at all times
- To uphold the Hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the Hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice
- To promote the Hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the Hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of Hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the Hospice management.

The benefits to you:

- Experience working with a forward thinking charity
- A sense of satisfaction and pride for helping to make a valuable difference
- Giving back to society and supporting local people
- Assist in developing skills
- Meet new people

What support will be given:

- An induction session to introduce you to the charity, recognise your skills and identify
- An informational session with the education team to understand the training opportunities available to the local community.
- Regular updates from the education team on training available
- Opportunity to attend education sessions to better understand the type of training delivered
- Presentation training
- Relevant materials and information to carry out your role
- Ongoing support you may need from us in order to fulfil the role
- A designated point of contact for support and guidance, when needed
- An opportunity to meet other ambassadors and key staff
- Volunteer newsletter

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	D - Public speaking E - Excellent communication skills D - Presentation skills E - Current valid driving licence and own vehicle D - Able to take direction	
Knowledge and Experience	E - Knowledge of the Hospice D - Personal experience with Hospice	
Attitudes and Values	E - Reliable/Professional E - Adaptable E - Flexible E - Honest and Trustworthy E - Friendly	
Qualifications and Training		Presentation skills Health and Safety, GDPR, Manual Handling, Unconscious Bias for Employees