

## STATEMENT of DUTIES/SELECTION CRITERIA

POSITION TITLE: Community Development Officer Hospice Programs

SERVICE LOCATION: Hobart

PROGRAM LOCATION: Southern Tasmania

REPORTS TO: Manager, Hospice Volunteers South Tas

AWARD: Social, Community, Homecare & Disability Services Award

CONDITIONS: Permanent part-time

CLASSIFICATION: Level 5

---

### About us and the position

#### Our mission

Compassionate end of life care for all

#### Our role

To work in partnership with others to:

- ❖ provide a free, reliable volunteer service
- ❖ support the needs of those living with and affected by life-limiting illness
- ❖ raise community awareness about hospice and palliative care

**Hospice Volunteers South Tas (HVST)** is a secular, non-government organisation supporting the needs of those affected by life-limiting illness through the provision of a palliative care volunteer service in hospital and residential settings. The Organisation is governed by a voluntary committee and is funded by the Tasmanian Health Service (THS), with additional sources of funding periodically acquired.

HVST has a strong culture of excellence in the provision of care to clients through a rigorous system of volunteer recruitment, training, education and support. Volunteers and staff of the Organisation work with a shared commitment to upholding the highest standards of professionalism and integrity.

HVST staff work within an interdisciplinary framework and as part of a wider care team. We liaise closely with the Specialist Palliative Care Service (SPCS) and with other government and non-government agencies to ensure the coordinated provision of care and support; our co-location with the SPCS, the Hobart Community Health Nursing Service, the J.W. Whittle Palliative Care Unit, and Ward Peacock 1, allows regular cross-service liaison and collaborative practice to be effectively maintained.

The Community Development Officer has responsibility for supporting the delivery of volunteer services across a range of tasks and in accordance with the Organization's stated values and objectives. The Community Development Officer is required to work with a high degree of autonomy and to maintain excellent relationships with all participants and stakeholders, as well as the wider community.

## **Role overview**

Under the supervision of the Manager and within a collaborative practice framework the Community Development Officer has delegated responsibility across key areas:

- case-management and ongoing support of referred community clients and their families, and the close support and supervision of assigned volunteers
- Supporting the provision of core services, in particular supervision of the palliative Volunteer team
- support to and supervision of the teams of the J.W. Whittle Palliative Care Unit and Ward Peacock 1 (Repatriation Centre); regular attendance at the Whittle Unit's weekly clinical meeting
- Oversight and further development of our bereavement support program 'Walking Through Grief', and further additional bereavement support initiatives to be developed over time

The Community Development Officer requires excellent interpersonal and team-building abilities, and sound program-management and time-management skills. The ability to effectively set priorities and manage multi-faceted workflows is essential.

The Community Development Officer has primary responsibility for the day to day maintenance of client support programs including client liaison, recruitment, training, and ongoing coordination of volunteers. The Community Development Officer may be called upon to represent the Organisation externally – for example, presentations to community groups.

## **Duties and accountabilities**

Under the supervision, direction and guidance of the Manager, the Community Development Officer will:

- Oversee the effective provision of the bereavement support program to the community of Southern Tasmania
- Identify and develop additional grief, loss and bereavement support initiatives and resources
- support the effective provision of services, namely the timely allocation of volunteers to referred community clients within the southern region of Tasmania
- support the effective provision of volunteer services in the J.W. Whittle Unit and on Ward Peacock 1 and within the RHH

## **Specific Duties**

Following HVST and program policies and procedures safely and effectively:

### **Program administration**

- maintain ongoing liaison with relevant services and stakeholders
- help develop and maintain relevant procedures and protocols, and help identify service risks, needs and opportunities
- regularly attend the Whittle Unit clinical meeting and other meetings, as required
- participate in the Organisation's strategic planning and Annual General Meeting
- develop and maintain appropriate data-gathering, evaluation and reporting processes; conduct regular program evaluation; confidentially and accurately maintain service records
- undertake other duties which fit within the scope of the position, as delegated by the Manager
- Manage budget and expenditure
- Monitor, evaluate and report on program effectiveness

### **Volunteer supervision:**

- provide high-level supervision of the trained volunteer workforce
- Coordinate team rostering
- Recruit, train and induct new volunteers
- Provide ongoing grief and loss education and training to volunteers
- promote and maintain safe work practices
- Provide regular supervision and debriefing to volunteers
- Conduct quarterly team meetings

### **Client services:**

- Assess, support and monitor actively grieving clients
- Meet and assess the support needs of referred community clients
- Match community clients with appropriate volunteer support
- Monitor and maintain volunteer and Client engagement
- Support community awareness initiatives
- Help develop community and program grief and loss resources
- Monitor and report on Client Services

## **Scope of work performed**

The Community Development Officer is required to work with a high degree of autonomy and exercise effective decision-making within a range of contexts and with a range of stakeholders. The complexity of tasks undertaken requires that considerable initiative, tact and professional judgement be applied.

Specialist knowledge is required and must be clearly demonstrated.

The range of tasks undertaken requires the Community Development Officer to exercise considerable initiative and professional judgement in relation to culture and practice.

The Community Development Officer plays an important role in the development of and adherence to operational frameworks and organizational culture, both of which necessarily align with HVST's stated values, mission and strategic objectives. The Community Development Officer therefore accepts a significant degree of responsibility for the safe and effective delivery of services across delegated program areas. Regarded as a key professional representative, the Community Development Officer must display conduct of the highest ethical standards and strive to always uphold the values of the Organization.

## **Selection criteria**

In addressing the selection criteria, please give, where appropriate and possible, an **example** to illustrate your experience and awareness.

### **1. Professional experience/expertise**

- Relevant tertiary qualifications and contemporary specialist knowledge of grief, loss and bereavement
- Experience working in client-centred practice in a health and/ or welfare setting.
- Program/ project management experience: evidence of effective planning, implementation, coordinating, administration and evaluation of projects
- Proven leadership skills: highly developed interpersonal and communication skills; strong team-building and conflict resolution skills.
- Excellent administrative and IT ability including Microsoft Office 365
- Good experience of data gathering, report writing, research and analysis and program level financial management ability

### **2. Professional attributes and application**

Tell us about:

- Your professional strengths
- Your team leadership abilities
- Your interpersonal and communication skills
- Any conflict resolution experience
- Your ability to build positive stakeholder relationships
- Your administrative skills and experience
- Your experience in training staff or volunteers

### **3. Confidentiality and privacy**

Tell us about:

- your understanding of the importance of consumer privacy and confidentiality
- what specific privacy considerations you think apply to the work of Hospice Volunteers

**4. Sector knowledge**

Tell us about your understanding of:

- the principles of hospice and palliative care
- grief, loss and bereavement (offer two or three key points)
- The various services with whom we engage
- Ethical and legal requirements of our work

**5. Work flexibility**

Due to the changeable nature of our work, it is a requirement that our staff work flexibly and adaptably, e.g., making and receiving occasional out of hours calls in order to effectively meet the needs of clients and volunteers. The Coordinator is issued with a mobile phone for this purpose. There is an expectation of reasonable adjustment of working hours to meet the service needs

**6. Driver's Licence**

The maintenance of a full clean, current driver's licence is essential.

**7. National Police Certificate**

A Clear National Police Check must be provided.

Please indicate whether you have a current National Police Certificate (under 12 months old) or indicate you will be willing to undergo a police check.

**8. First Aid**

The postholder may be asked to undertake first aid training

Please tell us about your current first aid qualification or indicate your willingness to undertake a first aid qualification

**9. Working with Vulnerable Persons' Card**

You must hold or be able to obtain a clear working with vulnerable persons card.

Please be sure to include in your application the current contact details for two referees who can speak to your suitability for the role described.

### **Conditions of employment**

The Community Development Officer role is a permanent part-time position with salary and conditions stemming from the Social, Community, Homecare & Disability Award. Salary packaging is available.

The Community Development Officer works at a range of sites in Greater Hobart and outlying area. Where the incumbent's own vehicle is used to move between locations, vehicle reimbursement is provided.

The Community Development Officer is required to carry a mobile phone for both routine and urgent client and volunteer contact; a mobile phone is provided.

A first aid qualification may be stipulated for the position. HVST will cover the cost of first aid training.

The Community Development Officer may be invited to accept additional hours of work – for example, during periods of staff absence.

A probationary period of 3 months, an annual performance review, and ongoing supervision applies to all professional roles within HVST.

External debriefing support is available as required.