



Jersey Hospice Care

JOB DESCRIPTION

Job Title:	Compassionate Neighbours Coordinator
Reports to:	Volunteers' Manager
Department:	Volunteers
Hours:	22.5 hours per week
Working Pattern:	Monday to Friday – to cover core working hours as agreed between the hours of 8:00 and 17:00, although flexibility is required to meet the needs of the role and Jersey Hospice Care
Contract Type:	Part Time Permanent

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

Compassionate Neighbours are trained volunteers who offer friendship and a listening ear. They provide regular emotional and social support to vulnerable people in the community who are lonely or socially isolated due to the effects of their own, or a loved one's long term or life limiting illness. When matched people connect to do something, they would like to do together – it is all about creating that gentle support which helps people feel cared about.

The role of the Compassionate Neighbours Coordinator is to support the Volunteers' Manager in the delivery of the Compassionate Neighbours Service for Jersey Hospice Care.

This includes:

- The recruitment, training, supervision, and development of volunteers, in particular Compassionate Neighbour volunteers.
- To encourage referrals to the service from local health and social care professionals, from across the hospice and the wider local community.
- To process the referrals in accordance with Jersey Hospice Care Policy and Procedures.

- Carry out assessment visits in people’s homes, this will include meeting very vulnerable people living with a terminal illness who maybe feeling lonely and isolated.
- To support the matching of the community members to the Compassionate Neighbours volunteers.
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- To coordinate the delivery of core and role specific training for Compassionate Neighbour volunteers.

The post holder may also be required to support in the delivery of administrative support services as part of the People Team.

The job description is not exhaustive, and the post-holder will be expected to undertake any other responsibilities in line with the role as required.

Job Context

The post holder will be mainly based at Clarkson House site, with travel across the island and visits to Community Members homes as required. They will be required to work to cover core working hours as agreed, between 8:00am and 17:00pm with flexibility to meet the needs of the role and Jersey Hospice Care.

Nature and Scope of Role

The accountabilities of the role will include but are not limited to the following areas:

- 1. Recruitment and on-boarding**
- 2. Training & Development**
- 3. Community Engagement**
- 4. Monitoring and Evaluation of the Service**
- 5. Communication**

In addition, the post holder is required to operate in adherence to Jersey Hospices Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Recruitment and on-boarding

- Support the end-to-end recruitment and onboarding process for volunteers, to include advertising vacancies, arranging interviews, room bookings and interview packs.
- Responsible for the administration of the Disclosure and Barring Service(“DBS” process.
- The collation and processing of professional certificates for both new joiners and existing volunteers, ensuring that Better Impact volunteer database) is maintained and up to date and that relevant volunteer data held on file is compliance with the Jersey Care Commission (JCC) and other legal and statutory requirements, escalating any concerns to the Volunteers’ Manager.
- Responsible for ensuring all pre-employment checks are completed prior to start date. Escalating exceptions to the Volunteers’ Manager.
- Responsible for ensuring that Non-Disclosure Agreements and Volunteer Agreements are signed and filed accordingly in Better Impact.
- Responsible for facilitating the issue and return of Photographic ID badges.

2. Training and ongoing Support

- Responsible for coordinating the training for Compassionate Neighbours, and in supporting in the delivery to ensure that the volunteers are confident and equipped to visit vulnerable individuals in their own homes and able to identify when more help and support might be needed by the individual.
- Maintain accurate training records, ensuring Better Impact is maintained and up to date.
- Delivery and development of ongoing support and supervision for Compassionate Neighbours through Practice Development Meetings, coffee mornings and social events which act as the 'glue' to build a network of volunteers who offer each other support.

3. Community Engagement

- Support in identifying and approaching leaders and networks in the local area to introduce them to the service and encourage them to promote the Compassionate Neighbours Scheme to their service users.
- Organise meetings at the Hospice to which local leaders and their members are invited to learn more about the service and shape its detail.
- Build strong working relationships with target communities and community leaders, who will take a lead in identifying future champions and potential beneficiaries of the care and support on offer.

4. Monitor and Evaluation of the Service

- Collect and collate data regarding the numbers of people involved in delivering and receiving Support and friendship via the Compassionate Neighbours, their satisfaction and any concerns that they have about the service, timely escalating any concerns and or issues to the Volunteers Manager.
- Prepare monthly reports regarding such data for the Volunteers' Manager and Director of People, to monitor progress.
- Be an ambassador for Jersey Hospice care and Compassionate Neighbours talking to visitors to hospice and funders about the service.

5. Communication

- Support the Volunteers' Manager in the regularly communication with the Hospice care teams and external health and social care professionals to identify possible beneficiary referrals to the Compassionate Neighbours service.
- Supply the Communications Team with stories and information for the local media in adherence with GDPR, in order that they are aware and can cover local events and stories that describe the work of the Compassionate Neighbours.
- Present the service appropriately across the island with support from the Volunteers' Manager and Communications Team.
- Ensure that the profile of Jersey Hospice Care remains high and significant throughout the service – work with the Communications Team to protect the Jersey Hospice Care brand.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the charity, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Compassionate Neighbours Coordinator		
	Essential Criteria for selection	Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> • A good level of formal education including GCSE (or equivalent) in English and Mathematics at grade C or above 	
Knowledge and Experience	<ul style="list-style-type: none"> • Proven experience in an administration role • Proven experience of managing teams, including recruitment and selection • Proven presentation skills 	<ul style="list-style-type: none"> • Experience of working in a similar administrative role • Interviewing experience • Previous experience of working in a Charity or Healthcare setting • Understanding of HR processes • A good understanding of Employment Law and GDPR legislation
Technical abilities	<ul style="list-style-type: none"> • Solid knowledge of Microsoft packages including Office 365, Teams, Word, Excel, and Power Point • Experience of working with spreadsheets 	<ul style="list-style-type: none"> • Knowledge and experience of HR or volunteer management databases • Experience of preparing HR reports • Experience of creating excel spreadsheets and using formulas
Personal attributes	<ul style="list-style-type: none"> • Good team player • High level of confidentiality and integrity • Proven tact and diplomacy skills • Ability to work independently, use initiative and problem solve • Ability to work well under pressure and to deadlines • Ability to prioritise own workload effectively to meet deadlines and manage competing demands • Good organisational skills • Good eye for detail • Standards and results driven • Flexible and adaptable • Highly motivated and reliable • Excellent time management skills 	

	<ul style="list-style-type: none"> • Excellent written and oral communication skills • Excellent inter-personal skills • Ability to build and maintain good working relationships with colleagues at all levels and with external clients 	
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JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – Our Specialist Palliative Care Team works in close partnership with healthcare professionals across the entire Island, ensuring that patients and their families receive expert guidance, compassionate support, and specialist input at every stage of palliative and end-of-life care. Whether care is delivered at home, in nursing or residential settings, or within the hospital, the team provides seamless, high-quality support wherever it’s needed most. With a strong multidisciplinary approach at its core, the team brings together a wide range of skills and perspectives to deliver complex symptom management and truly holistic care. Their shared purpose is simple yet powerful: to help every patient achieve the best possible quality of life, with dignity, comfort, and personalised support throughout their journey.

Living Well team – Our Living Well Team works closely with our specialist colleagues to provide compassionate, generalist palliative care to islanders—supporting them as they navigate every aspect of their journey. Whether it’s managing symptoms, understanding finances, making important decisions, or simply coping with the everyday tasks we often take for granted, the team is there to guide, encourage, and empower. Care is delivered wherever it’s needed most: in the comfort of patients’ homes or in our welcoming King Centre clinics. Our nurses walk alongside patients and their families every step of the way, promoting independence, building confidence, and creating opportunities for people to live well—on their own terms, with dignity, choice, and support.

King Centre - The King Centre offers a vibrant range of wellbeing services designed to help people living with life-limiting illnesses continue to live as fully and confidently as possible. Taking a rehabilitative and empowering approach, the team walks alongside patients as they navigate their illness, helping them focus on what matters most to them. Our dedicated King Centre Team provides a rich mix of day services—including day hospice support, physiotherapy, and complementary therapies. These sessions are delivered by skilled, compassionate practitioners through both individual and group activities, all tailored to each person’s unique goals, priorities, and needs. At the King Centre, every interaction is centred around helping patients regain a sense of strength, connection, independence, and possibility.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team coordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are three Jersey Hospice Care shops; a town shop in St Helier and a shop in the east and a shop in the west. All are operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.