HUMAN RESOURCES ASSISTANT

Volunteer role description
WHO?

SKANDA VALE ASHRAM
Skanda Vale is a monastic community founded by Guru Sri Subramanium in 1973. Our temples attract tens of thousands of people from all over the world on pilgrimage each year. Skanda Vale represents no single faith or culture – we celebrate the unity of all sincere spiritual intention. Our lives are about putting the human values of compassion, selflessness and love into action.

SKANDA VALE HOSPICE
Skanda Vale Hospice was established in 1993 to offer care and support for adults with life-limiting illnesses. We’re here to help families find strength, dignity and peace of mind during some of life’s greatest challenges. We have a tiny number of paid staff – our team is made up, almost entirely, of highly skilled volunteers.

Valli – one of the ashram elephants
WHY?

OUR INSPIRATION
In 1987, Guru Sri Subramanium had a heart attack and was taken to hospital. In the bed next to him lay a man dying. Whilst the nurses gave great clinical care, they were too stretched to attend to his emotional and spiritual needs, and he died feeling alone and afraid.

This single event provided the inspiration for Guru to start a hospice movement, to empower volunteers to offer whole-person (practical, physical, social, emotional and spiritual) care to those nearing the end of life.

Here it’s a bit like heaven on earth. It’s renewed my faith in human nature. It really has. I mean, I was getting to be very sceptical about the human race, but I’ve discovered here a vein of humanity that is very, very special.

PETER BUTLER, PATIENT
HOW?

WE’RE BREAKING NEW GROUND
As far as we know, we are the first inpatient hospice to be run by volunteers. Our mission is bold and exciting... but it’s definitely not easy. It’s only possible because of our collective sense of optimism, drive and purpose. This makes Skanda Vale Hospice a really energising and transformative place to be.

Listening to the stories of our patients and team gives us the quiet confidence that this is right... that voluntarily serving the needs of the dying is one of the most challenging, rewarding and beautiful experiences that life can offer.

This has got to be a flagship for hospices.
Please come here and see this.
Come and see what they’re doing.

WINNIE, PATIENT
An independent hospice community, free from bureaucracy, empowered to place the needs of the patients and their families first in everything we do.

A hospice team comprised mainly of professionally trained volunteers – grounded in hands-on selfless service, and uplifted through the fulfilment of love in action.

An open, warm, fun, down to earth place, that is welcoming to everyone, regardless of background, lifestyle, faith or belief.

A community of people who innovate beyond what anyone thinks is possible.

A high quality, safe, holistic hospice service that uplifts patients and families through bespoke physical, practical, emotional, social and spiritual care.

A free service, where no-one feels pressured to donate.

A sustainable service, that will be here for generations.

To increase our services to offer 24/7 respite and end of life care. We currently offer day hospice and short periods of inpatient respite each month.

To create social change. There is an urgent need to improve the way our society cares for the dying. We believe that empowering people to voluntarily care for others will be a big part of the solution.

**OUR MISSION**

We create social change by empowering all communities to volunteer to reduce suffering and loneliness: through safe and compassionate care of the dying, together we experience a deeper love of life.

**OUR VISION**

- An independent hospice community, free from bureaucracy, empowered to place the needs of the patients and their families first in everything we do.
- A hospice team comprised mainly of professionally trained volunteers – grounded in hands-on selfless service, and uplifted through the fulfilment of love in action.
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**OUR GOALS**

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**OUR FIVE YEAR STRATEGY**

We will increase the amount of respite we provide incrementally each year; by 2023 we plan to offer 19 nights of respite each month, at which point we will launch our end of life hospice service. By January 2024 we plan to be open 24/7 for respite and end of life care.
CULTURE & VALUES

To put it simply, Skanda Vale Hospice offers opportunities for personal development that are hard to find elsewhere. We all know that caring for the dying brings out some of the most beautiful facets of human nature. This, combined with the voluntary nature of our team, creates a very special atmosphere; energising, peaceful, fulfilling... it’s hard to describe, but tangible when you arrive.

PERSONAL DEVELOPMENT

- We offer full induction, ongoing training, support and learning opportunities, plus regular support from experienced team leaders to ensure you get the most out of your time with us.
- We have a collaborative culture that is big on celebration and fun. We allow people to work flexibly and in their own style but have high expectations and accountability, fostering excellence in all we do.

I have tried to explain to so many people what this feeling is like here. And I can’t. There aren’t words to describe it. This place is full of people that care – they are volunteers most of them. And we’re not just talking about any staff, we’re talking about nurses, there’s a doctor I think that comes in and volunteers. These are people that are qualified. They could charge money – but they volunteer.

BRANDON UTLEY, PATIENT
Unless otherwise stated, all of these roles are undertaken by volunteers.
OPERATIONAL DELIVERY COMMITTEE (ODC)

- Internal Audit Manager
  - Audit Team
- Digital Development / IT Manager
  - IT Governance & Compliance – Data Protection GDPR
- Project Manager
  - IT Support / Development Officers
**HUMAN RESOURCES ASSISTANT**

**VOLUNTEER ROLE DESCRIPTION**

**Location**
Combination of remote working and time at Skanda Vale Hospice, Saron, Llandysul, SA44 5DY.

**Time offering**
Approximately 8 hours per week (TBC)

**This role reports to:**
Workforce Development Manager

**Expenses:**
We cover volunteer expenses and personal articles required for the role, offering great food and refreshments on site, and host fun team days.

**WHAT WILL THIS ROLE INVOLVE DAY-TO-DAY?**

- This is a fantastic opportunity for an experienced administrator or someone looking to develop a career in HR, to join the People & Communications Team.
- The role holder will be responsible for providing administrative support and duties, will include updating databases and collating reports as well as supporting the introduction and maintaining personnel records.
- This is a pivotal role that will support the work of the People and Communications team and the Hospice in its provision of a volunteer led palliative care service.

**HOW THE PEOPLE & COMMUNICATIONS TEAM HELPS DELIVER OUR MISSION**

- Most HR departments strive to establish and celebrate a strong organisational culture. At Skanda Vale Hospice, the hard work has already been done. We’re a volunteer-run organisation, deeply committed to living the values of selfless care on which the hospice is based. There’s a strong vein of humanity to the core.
- It’s much easier to share a story when it’s genuinely different and exciting. We have no shortage of people who want to support us because what we do, and, more importantly, the way in which we do it, is unique. Our marketing is clean, clear, simple and honest. There’s no need to fabricate, polish or push. We respect our audience – and people are drawn naturally.
- Part of our mission is to create social change. We do this firstly through education; hosting events and providing resources to help dispel misunderstandings and social taboos around death and dying. Secondly, we share evidence of the validity of our volunteer-based approach with other organisations and policymakers to inspire change.

**SPECIFIC TASKS & RESPONSIBILITIES**

- Be responsible for preparing and maintaining personnel files and databases.
- Assist the Human Resources Officer and Volunteer Recruitment Officer in staff and volunteer recruitment administration.
- Maintain accurate, clear and contemporaneous records and documentation.
- Coordinate introduction and training processes.
- Serve as a point of contact if needed, for new volunteers and recruitment enquiries.
- To be familiar with and comply with all Skanda Vale Hospice policies, procedures and protocols.
PERSONAL QUALITIES & SKILLS

We're looking for the following experience, qualifications, skills and abilities:

Experience

Essential
- Relevant administration experience, ideally within an HR setting.
- Experience in working with databases and IT packages; producing reports and data entry.

Desirable
- Experience in HR administration in a hospice / care setting.
- Experience in liaising with external agencies / organisations to drive recruitment campaigns.

Skills

Essential
- Excellent communication skills (verbal, written and interpersonal.)
- Ability to prioritise effectively and produce quality work under pressure.
- Excellent organisational and planning skills.
- Sound IT skills (including Microsoft and Google suites.)

Personal Qualities

Essential
- Self-motivated and able to fulfil the role with minimal supervision.
- Collaborative approach.
- An empathetic and respectful attitude towards colleagues at all levels.
- Committed to volunteering as a model of service provision.
- Warmth and approachability.

Desirable
- Alignment with the ethos of Skanda Vale Hospice.
- A good sense of humour.

THE SKANDA VALE HOSPICE APPROACH TO INVESTING IN OUR WHOLE TEAM

We are passionate about the ongoing training, development and emotional support of all our team members, and we hope you are too!

We have seen that this enhances and improves our ability and confidence to fulfil our roles and meet the needs of patients, carers and their families in the best and safest ways possible.

Every member of the hospice team, not only those involved in direct care, will be provided with the time and resources to undertake the training and development relevant to their role.

Much of this will be spread throughout your first three months with us; around 18 hours in total.

To start with, there will be a group 'Welcome (back) Day', either online or in person. This will give you a general overview of the charity and a good understanding of the ethos and culture of the hospice and our future goals. It’s an opportunity to meet other new and existing members of the Team and to feel welcome and included in this uplifting project.

A couple of weeks later, there will be a half-day online group training session, followed by independent online training over the rest of the three months, covering a mixture of statutory and role-specific topics. A member of the team will help in that process and meet with you regularly.

You will also have access to emotional support either in group or one to one sessions. We understand that everyone (whether directly providing care or not) may at some stage need support to cope with any issues that arise from working with people who are ill, suffering and dying. This help will be available on an ongoing basis for all team members who wish to make use of it.

After the initial three months, there will be on average a day and a half each year for continuing training and development and support as required. We will also meet in groups every three months for further team building and communication with all volunteers.
This Role Description is not exhaustive. It is an outline of the key expectations and will be reviewed periodically with amendments made following consultation with the role holder(s).

Confidentiality - Please be aware of the confidential nature of our organisation. Information about patients and their carers, friends and relatives must not be disclosed to any unauthorised persons. This essential duty of confidentiality also extends to the use of social media.