



Volunteer Engagement Ambassador

Application prospectus

Registered Charity No. 1113140



• Mount Edgcombe Hospice • St Julia's Hospice •
Caring for our community

CARE

local charity

dignity

**amazing staff
and volunteers**

**LOVE AND
WARMTH**

together

excellent and expert

kindness

family

special place

SAFE SPACE

stopped me
feeling alone

gave us time

PEACEFUL

Compassion

COMFORT

Welcome to Cornwall Hospice Care

Thank you for your interest in the role of Volunteer Engagement Ambassador, you will serve as a point of contact for volunteers, helping them connect with opportunities, develop their skills, and stay engaged with our charity's ambitions and values.

Cornwall Hospice Care is a 24/7 Cornish healthcare charity that provides end of life support for people with terminal illnesses. Our clinical staff and volunteers care for patients and their families, carers and friends at Mount Edgumbe Hospice in St Austell, St Julia's Hospice in Hayle, through our Community Services and where appropriate, in people's own homes and in local care homes.

Today the ethos is very much about ensuring people have a good death and that every one of their final days matters to them and those around them.

We are proud to have recently been awarded both Veteran Aware status and a Silver Employer Award in recognition of our support for the Armed Forces and their families.

I hope this prospectus provides you with a good understanding of our charity and look forward to receiving your application to join our team.

Paul Brinsley
Chief Executive



About us

Our Purpose

To provide compassionate, specialised end of life care for patients, their families and carers whilst guaranteeing our high quality standards. Together with our local community in Cornwall we will continue to make every day matter.

One Team

Our staff and volunteers are at the heart of everything we do, they make our charity tick. We have 275 full and part time staff and 1300 volunteers and everyone brings skills to meet the wide variety of roles we have. We are all ambassadors in the community too, spreading the word about the end of life care we provide, that's **100% free** to our patients and funded by the Cornish community.

Our Board of Trustees are committed to investing in our team through continual professional development, through face to face and online training.

We are also actively involved in supporting external healthcare workers and those who'll be the workforce of the future. We host medical students, doctors training to be GPs, nursing and other allied healthcare students, care home staff and paramedic trainees.

Funding

It costs **£6.9million** a year to provide all the care we offer. Almost all of this is raised by the community of Cornwall who support us through our network of shops and donation centres, generous gifts, fundraising events and playing our lottery.

£942 funds one of our end of life beds and the care for the patient in it, for 24 hours.



We provide hospice care because...

...we have one opportunity to get end of life care right for the people of Cornwall.

Sara and Claire, St Julia's Hospice team



Gina Starnes is our Director of Clinical Services: "Working alongside our colleagues in the community and in the hospitals, we play our part in supporting end of life care through a number of services. At the centre of everything we do are our two hospices at Mount Edgcombe in St Austell and St Julia's in Hayle. The experienced staff at the units support patients who're experiencing difficult symptoms or who're approaching end of life. We recognise how important it is for patients and families to be able to access the care and advice they need free of charge and at the time that they need it and that's why our charity provides the support that it does, care that's been highly rated by the Care Quality Commission (CQC)."

How we make every day matter

Our purpose is to provide compassionate, specialised end of life care for patients, their families and carers whilst guaranteeing our high quality standards. Together with our local community in Cornwall we will continue to make every day matter. This is how we supported people in 2023/24...



387

patients were cared for at our hospices



53%

of our patients were admitted from home



34%

of our patients returned to their home or care home after treatment



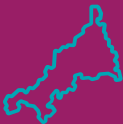
1,727

appointments with our Lymphoedema Specialists



1,810

appointments with our Bereavement Counsellors



462

appointments with our community bereavement services



563

calls to our trained volunteers on our Listening Ear Service

Role brief

Job title

Volunteer Engagement
Ambassador

Accountable to

Community Engagement Partner

Location

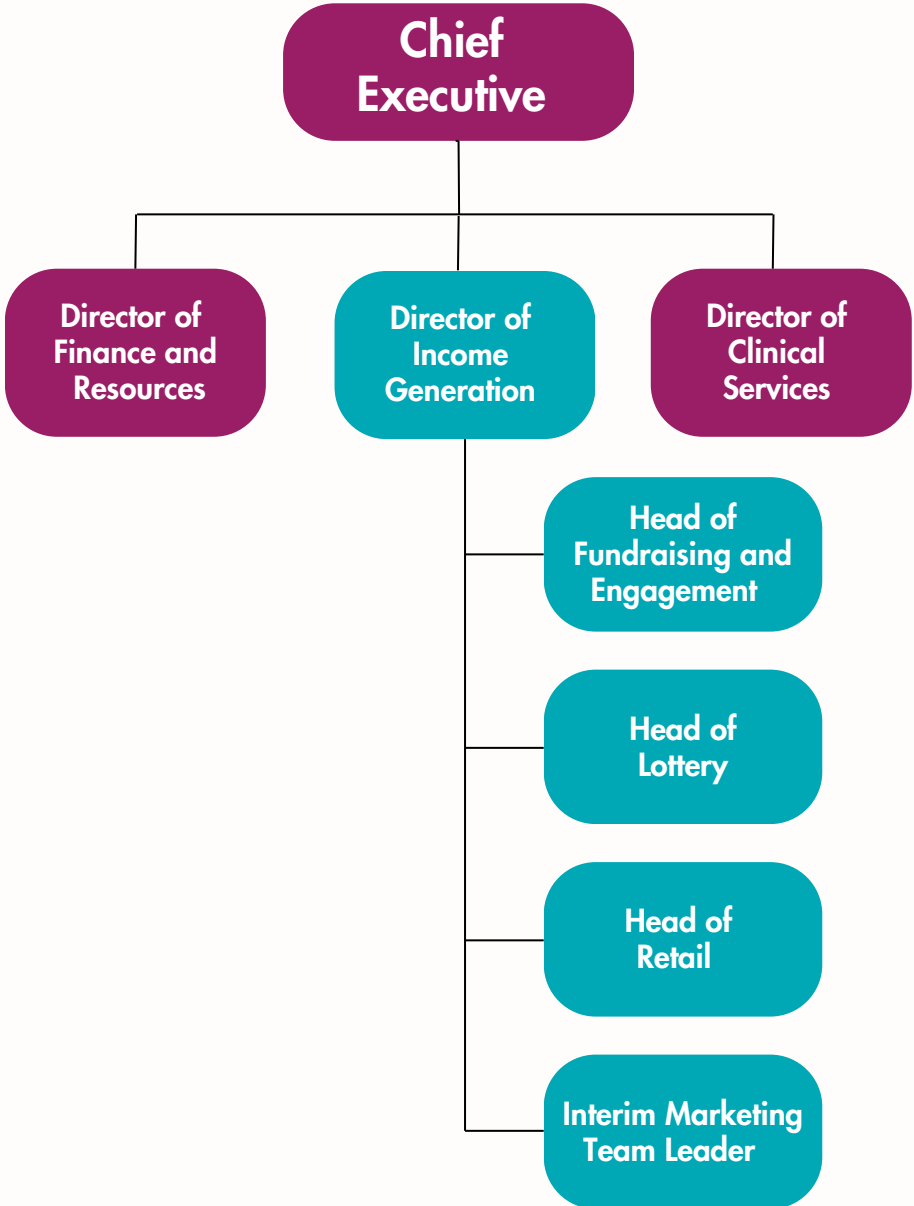
Mount Edgcombe Hospice,
Porthpean Road, St Austell,
Cornwall, PL26 6AB.

Job purpose

As a Volunteer Engagement Ambassador, you will play a vital role in recruiting, onboarding, and supporting our volunteers, ensuring they have a positive and meaningful experience. You will serve as a point of contact for volunteers, helping them connect with opportunities, develop their skills, and stay engaged with our charity's ambitions and values.



Our team



What we'd like

Our ideal Volunteer Engagement Ambassador will have the following knowledge, skills, experience and qualities. We all have different experiences, so we don't expect all candidates to meet every requirement. If you have a few gaps and a plan on how you would address these, we would love to hear from you.

Essential Skills and Experience

Exceptional interpersonal and communication skills with a compassionate and empathetic demeanour.

Ability to engage and educate diverse groups about Cornwall Hospice Care, our charitable status and funding needs.

Strong organisational skills and attention to detail with the ability to handle multiple tasks, prioritise and meet deadlines.

Working in local communities with a diverse range of people.

Supporting and working with volunteers.

What we'd like

Desirable Skills and Experience

Previous experience in fundraising, event development and management, community outreach, or customer-facing roles.

Experience of working in the health, social care or hospice sectors

Familiarity with volunteer CRM systems (e.g., Assemble).

Personal Attributes

Empathy and sensitivity, especially when interacting with individuals impacted by end-of-life care.

Proactive and self-motivated, with a collaborative approach to teamwork.

Awareness of Cornwall Hospice Care, our hospices and the palliative care sector, with a commitment to its values.

What we can offer you

You can find a very rewarding career with Cornwall Hospice Care. As well as being part of a team making a real difference to our Cornish community, we offer a generous employment package.

Salary

£17,329 per annum

Terms

The successful candidate will join on a permanent contract, subject to a three month probation period.

Pension

Stakeholder pension scheme with employer matched contributions up to 5%,

Hours of Work

25 hours per week to be worked over a 5 day period

Flexible Annual Leave

36 days annual leave inclusive of public holidays.

Ability to buy or sell one week of leave each year.

Medical and Wellbeing

Non-contributory medical cash plan providing payments towards everyday healthcare treatments.

Employee Assistance Programme offering virtual and face to face counselling.

24/7 access to remote GP services.

Free complementary therapies.

Life Assurance

Death in service life assurance of twice annual salary.

Training and Development

We offer a wide range of high quality training, learning and development opportunities to challenge and stimulate your professional development.

Compassionate Leadership

We provide a supportive working environment by focussing on relationships through careful listening to, understanding, empathising with and supporting our people.

Our ambitions

Cornwall Hospice Care has completed a major consultation exercise involving our staff, our volunteers, our Trustees and external stakeholders to help us shape the future direction of our charity. As a result, our five year strategy includes our ambitions for Cornwall Hospice Care.

Working together

in partnership to grow our charity for the future, ensuring close relationships across all our departments and working collaboratively with our external partners.

Sustainability

work towards lowering our environmental impact by implementing, where possible, sustainable systems and processes in all aspects of the charity's operations.

Learning and education

develop our learning and education to ensure all our staff and volunteers and where relevant, those from our external partners have the knowledge, skills and competencies to fulfil their roles.

Innovation

be innovative in our own individual areas, teams and across the charity to deliver continuous improvement in all we do.

Funding

raise sufficient funds to protect and grow our hospice services through a range of income generation activities.

Our values

At Cornwall Hospice Care, it's not just what we do that matters but also how we do it.

Compassion

Being gentle, kind, caring and helpful. Fostering a sense of inclusion and respecting all.

Integrity

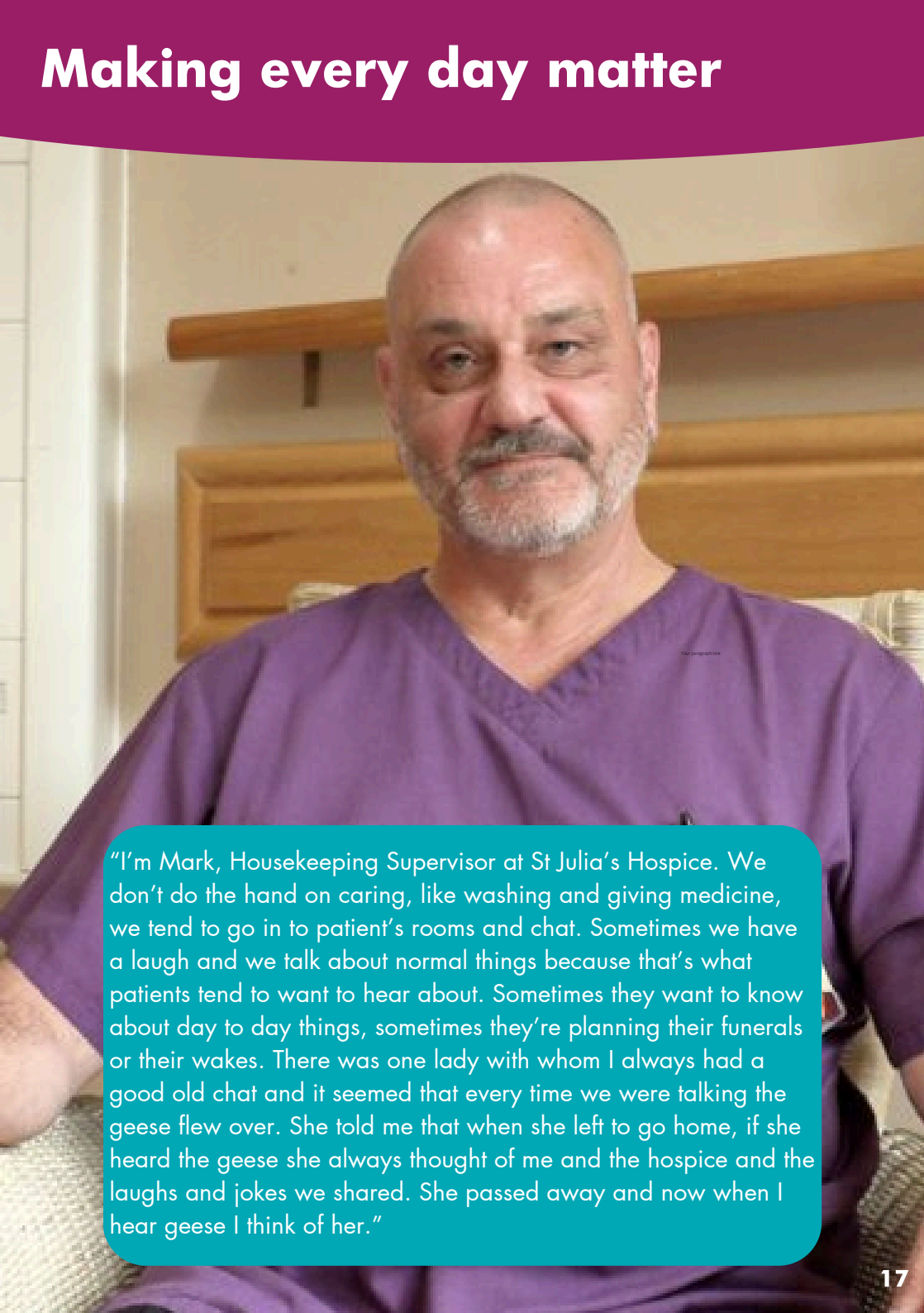
Being honest and having strong moral principles. Behaving with integrity both professionally and ethically at all times and in all work places.

Togetherness

Valuing everyone who works or volunteers for our charity or uses our services, giving us all the information, tools, independence and freedom to achieve.



Making every day matter



"I'm Mark, Housekeeping Supervisor at St Julia's Hospice. We don't do the hand on caring, like washing and giving medicine, we tend to go in to patient's rooms and chat. Sometimes we have a laugh and we talk about normal things because that's what patients tend to want to hear about. Sometimes they want to know about day to day things, sometimes they're planning their funerals or their wakes. There was one lady with whom I always had a good old chat and it seemed that every time we were talking the geese flew over. She told me that when she left to go home, if she heard the geese she always thought of me and the hospice and the laughs and jokes we shared. She passed away and now when I hear geese I think of her."

Application process

Now that you've learnt more about us, if you think you understand our values and can commit to helping us achieve them, then we want to hear from you.

If you are interested in this exciting opportunity please complete one of our online application forms which are available on our website.

Alternatively, if you would like to have any questions about this role, please contact our HR department.

hadmin@cornwallhospicecare.co.uk

Closing date for applications	26th March 2025
Dates for next steps	
Interview dates	To be confirmed

We are managing this recruitment ourselves so please don't contact us if you are a recruitment agency.

Welcome to Cornwall

We are very much looking forward to welcoming you to our county and our charity and thought you might like to find out a bit more about our home before you join our team.



Cornwall is situated in the far south-west of the UK, like a foot reaching out into the Atlantic. The county is almost surrounded by sea and its only border is with Devon. Just off Land's End are the beautiful Isles of Scilly.

Cornwall is famous for its surf, beaches, pasties and cream teas - we eat our scones jam first with our famous clotted cream on top. It's a very popular holiday destination and the population here can triple in size during the summer.

Our main road throughout the county is the A30; which has just been upgraded, we have a good train service to London Paddington and there are many regional connecting flights from our airport at Newquay.

We think it's a wonderful place to live!

I support Cornwall Hospice Care...

Thank you

- for the nursing care
- for keeping Mam peaceful
- to the cleaners who made the room feel bright after long nights
- to the chef who made Mam her favourite meals
- to the volunteers who made us endless cups of tea
- for putting bird food on the patio so we could watch the squirrel steal it
- for making a little bed for me each night so I could sleep next to my Mam
- for the middle-of-the-night marmite on toast and chats when I couldn't sleep
- to the counsellor who told us how to break the news to our children
- for the teddies she cuddled for her grandchildren so they can have a lifetime of Nan-Nan's love to hold
- for explaining the changes we were witnessing
- for letting us stay as long as we needed to
- for taking her wedding ring off for me when I couldn't face it
- for the rose

Thank you for everything