

Volunteer Job Description

Position Title	Supporter Relationships Development Volunteer
Position Purpose	To provide tele-fundraising support
Our Organisation	<p>Chris O'Brien Lifehouse will provide integrated cancer treatment in a manner, which supports, nurtures and empowers patients, their families and carers through mutually beneficial partnerships. We will ensure that treatment and care decisions include a patient wants, needs and preferences, enabling participation in their own care.</p> <p>We will constantly strive to improve the patient experience by actively listening, providing clear comprehensible information and by practicing compassionate caring in parallel with assigned clinical and non-clinical tasks. Patients and carers will experience respectful, professional care in a considerate, supportive and safe environment where privacy and dignity are maintained.</p> <p>Our vision drives and underpins everything we do. We are a team of people working together to be a source of energy, innovation, inspiration, knowledge, guidance and support. Chris O'Brien Lifehouse is an independent, not for profit, public benevolent organisation focused on the delivery of cancer care and research for the benefit of the community and the next generation of clinicians and researchers.</p>
Our Vision	Transforming cancer treatment for Australians through an environment thriving on discovery, research and uncompromising care.
Our Mission	To improve the quality of life for cancer patients, carers and their families by understanding, diagnosis, treatment, care, cure and prevention of cancer.
Our Values	<p>Empowerment, enabling independence and confidence</p> <p>Discovery, innovative research and inspiring hope</p> <p>Nurture, cultivating compassionate support</p> <p>Respect, honouring dignity and embracing diversity</p> <p>Collaboration, working together, driving excellence</p>



Chris O'Brien Lifehouse

Supervision	Goldia Shum
Availability	Monday to Friday
Time	9:00am to 4:00pm (flexible)

Key Results and Accountabilities

Key Result and Accountability 1	Make outbound telephone calls to Grateful Patients with the aim to convert to a regular giver
Key Result and Accountability 2	To receive donations from those wanting to give back to the hospital, correctly enter data into CRM (Salesforce) and make notes when required
Key Result and Accountability 3	Provide excellent supporter care
Key Result and Accountability 4	The position is expected to actively participate in our organisational processes – including the development of safety systems, improvement initiatives and related training and by so doing, help to identify and address the limitations of our safety systems.

Selection Criteria

Essential Qualifications, Skills, Knowledge, Behaviours, Experience and Competency	Excellent communication skills and the ability to communicate with people from diverse backgrounds in a non-judgmental manner and be able to respect different values and cultures.
	Empathy and understanding of people facing a major and distressing illness.
	Sound understanding of privacy principles and the need for absolute confidentiality.
	Willingness to commit to volunteering on a regular basis for at least 12 months.
Desirable Qualifications, Skills, Knowledge, Behaviours, Experience and Competency	Experience providing supporter care over the telephone to donors
	Knowledge of and experience in tele-fundraising techniques such as objection-handling
	Previous experience in using a CRM system, Salesforce preferred