



## VOLUNTEER ROLE BRIEF — COMMUNICATIONS ASSISTANT

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### PURPOSE OF ROLE

To support the Communications Team to deliver multiple messages to a variety of audiences including service users, wider public, health care professionals, youth groups and internal staff.

### MAIN DUTIES

- Format Word Documents i.e. Press Releases, to a set template
- Update internal notice boards
- Print response letters/packs for event enquiries
- General administrative duties (scanning/copying)
- Adhere to all Hospice Policy and Procedures
- Attend mandatory training where required

### DESIRABLE SKILLS & QUALITIES

- Knowledge of Photoshop and Microsoft Office programmes i.e. power point, publisher, word, excel,
- To be able to work as part of a team
- Interest in either marketing, business studies, creative arts or charity sector

### PERSON SPECIFICATION

- Friendly and approachable
- Flexible with time to spare
- Caffeine tolerant!

## VOLUNTEER BENEFITS

- Gain valuable experience from a friendly Communications Team
- Discount at the Hospice *Bistro*
- Access to training
- Be part of an amazing charity supporting families across Hartlepool and east Durham

ACCOUNTABLE TO:        COMMUNICATIONS TEAM

## What is Alice House

Alice House Hospice exists to ensure people affected by a life limiting illness or the death of a loved one have the care, comfort and support they need. As the only adult Hospice in the Hartlepool and East Durham areas of the UK, our unique range of services make a vital difference to the lives of thousands of families each year.

## Our Vision Mission & Values

### Our Vision

Every person to the last moment of their life has the right to dignity, respect, support and care.

### Our Mission

To provide services that add value to life and make a difference to patients and their families.

### Our Values

- We value each person as an individual.
- The patient is at the heart of all of our activities.
- We believe in the importance of celebrating life and relationships.
- We will demonstrate integrity and professionalism at all times.
- We will be modern and progressive and seek out new opportunities to develop our services.
- We will strive to be the best we can and encourage staff and volunteers to actively seek opportunities for personal growth and development.
- We will exercise responsible financial management to ensure long term sustainability.