

FAMILY SUPPORT VOLUNTEER ROLE DESCRIPTION

The Crystal Lee Foundation was founded in 2019 to fill a gap in care for people from birth to 24 affected by an oncology diagnosis, their families, and the community as a whole.

The Family Support program is coordinated by the Executive Officer of the Foundation with services delivered by volunteers in line with the Crystal Lee Foundation values of Respect, Dignity, Trust, Integrity, and Compassion.

Family Support is offered at no cost to the families involved. Families may self-refer or be referred by a caring friend, medical professional, or community member.

RESPONSIBILITIES

Volunteers are matched to a family in need and work with that family to provide practical and emotional support according to their needs as they change over time.

Examples of practical support coordinated on behalf of the Foundation may include issuing fuel vouchers to help with travel to medical appointments, contribution to parking costs for stays in hospital, gift cards for use of the family as needed, contacts for other community organisations who can provide different types of support.

Emotional support may be as simple but important as chatting over a cuppa or playing with a child to give mum and/or dad a rest.

Volunteers may be invited into the family home and therefore must show respect and discretion, maintain confidentiality and respect professional boundaries.

ROLE REQUIREMENTS

- Values driven compassionate individual.
- Highly effective communication skills especially being a great listener.
- Current Working With Children Check or equivalent.
- Satisfactory National Police Criminal History Check
- Willingness to participate in ongoing training and development

Training in managing grief and loss and/or relevant lived experience is desirable.

For more information contact Crystal Lee Foundation Executive Officer, Julienne Clifford on 0490 972 076 or eo@crystallee.org.

More information regarding the Crystal Lee Foundation and Family Support Services is on our [website](#).

