

Relationships: The End from the Beginning



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Administration, Fundraising and Bereavement

Relationships: The End from the Beginning

This is us.....

Community Specialist Palliative Care

130 Volunteers



Biography Team

Community Team

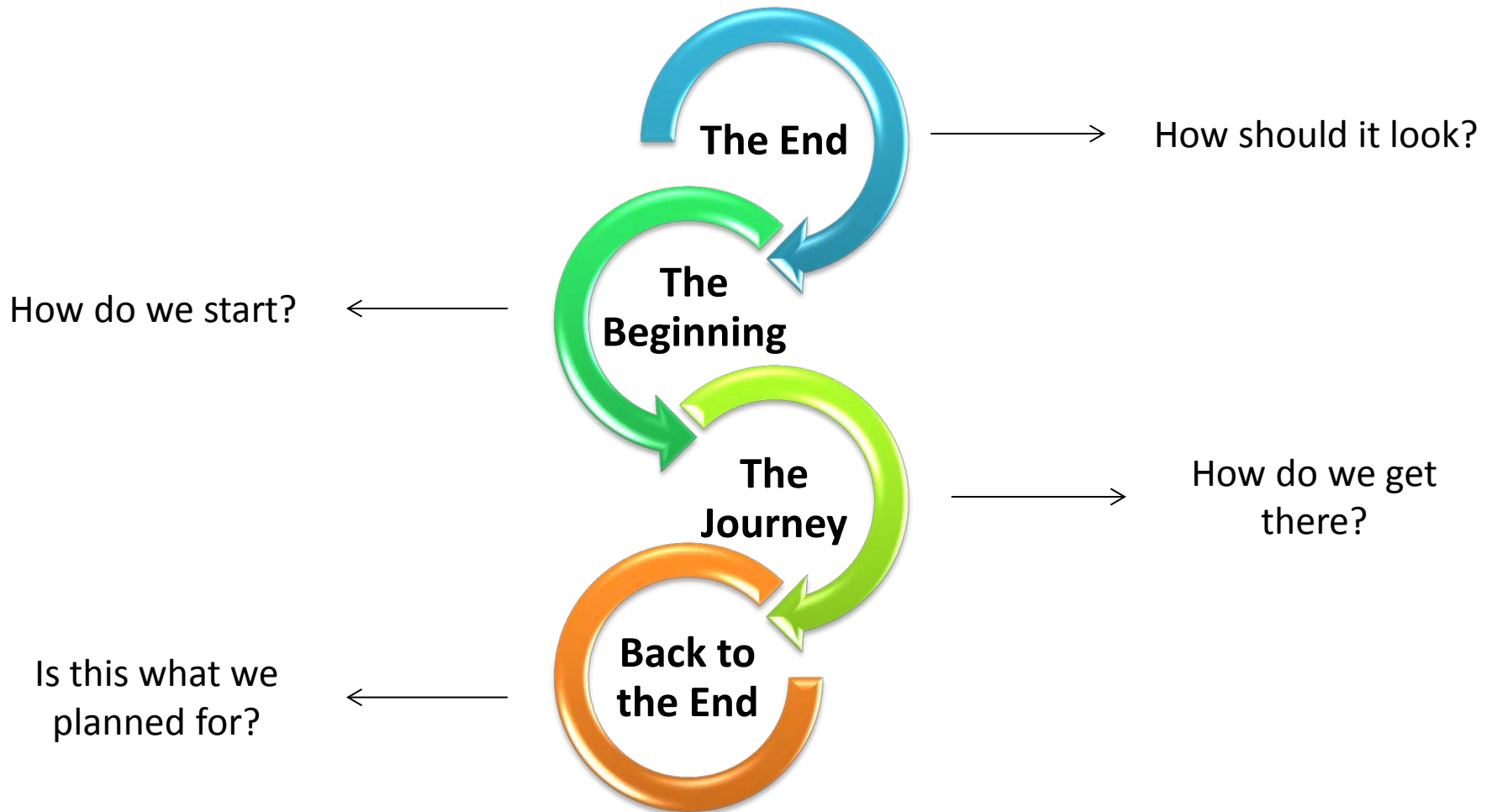
Ambassador Team

Administration Team

Bereavement Companions

Bereavement Groups Team

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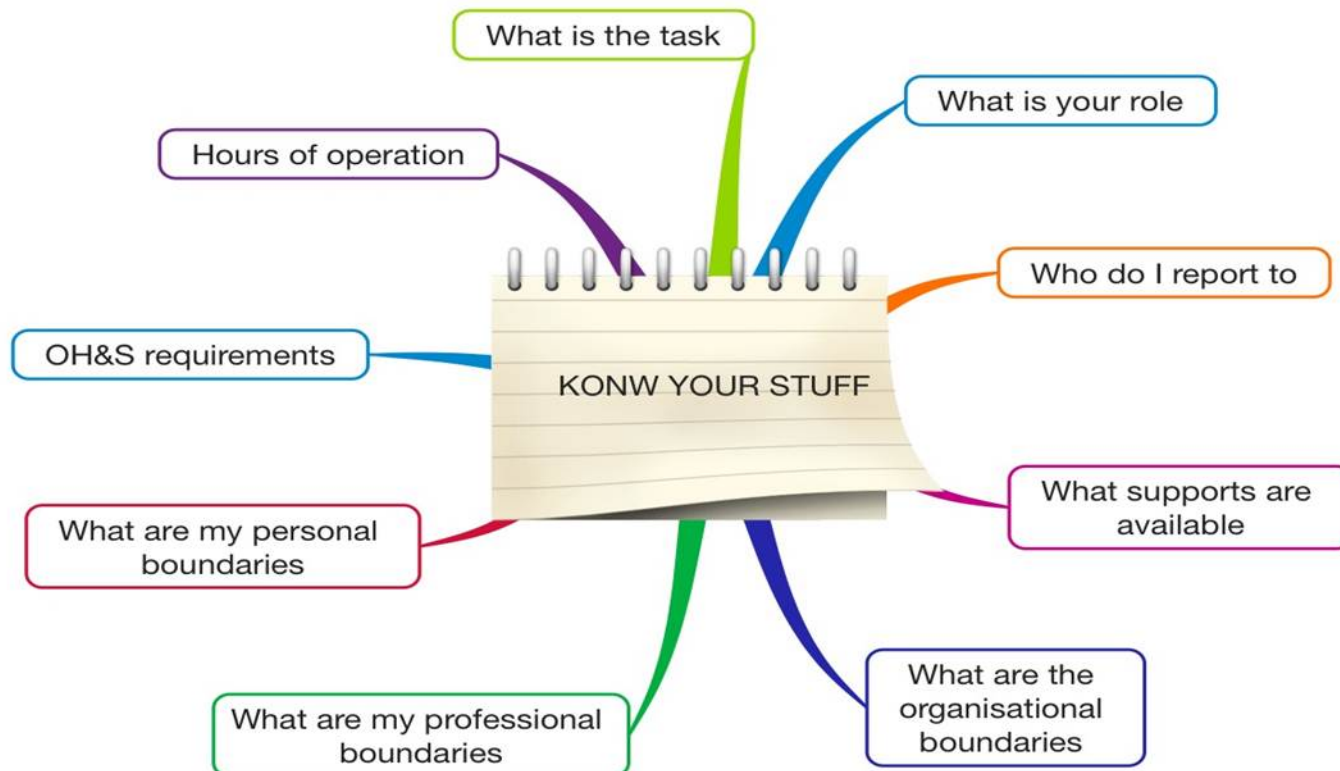
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THE END

- *What do you want the end to look like?*
- *How do you want to walk away feeling?*
- *What do you want your impact to be?*

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THE BEGINNING



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Organisational Boundaries

No dispensing
Medication

No handling client
money

No lifting

no visiting carer/family
beyond end of link

no personal care

Professional Boundaries

Ambassadore for the
Organisation

Must carry ID when
working with the
organisation

Follow processes and
policies

Personal Boundaries

Personal Disclosure -
what is enough

Personal Space

Emotional Investment

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The Journey

Relationships...

Be aware of emotional triggers

Know where your supports are

Manage your expectations
Of yourself, and of your client

Be prepared for challenging
situations / conversations



Have confidence in the
authority of your role

Review the relationship.
Ask your self challenging questions
there are some in your booklet

Self awareness

Emotional Separation

Balanced Mindset

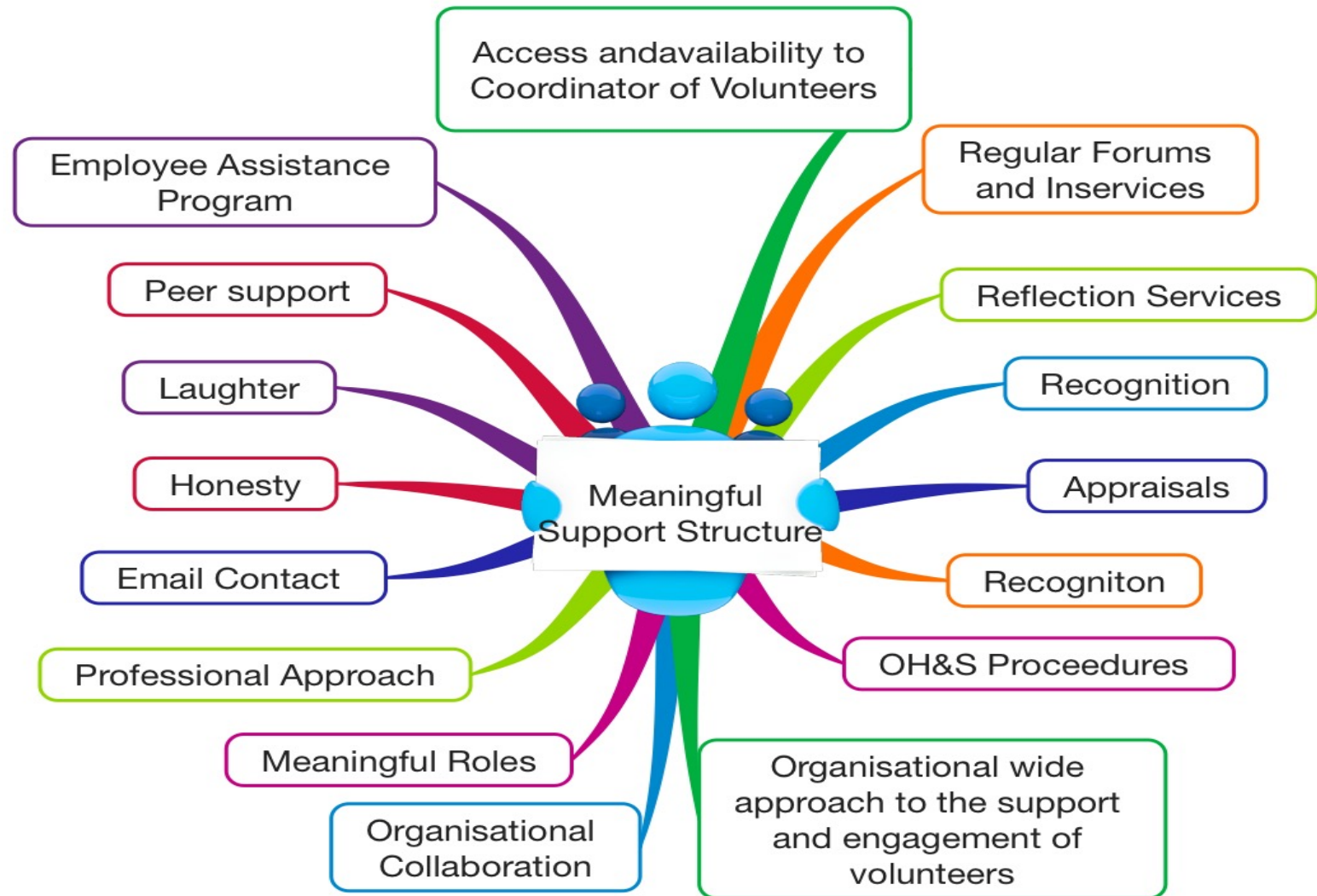
Periodic Review

Relationships: The End from the Beginning

BACK TO THE END

- How did it end?
 - was it planned or unexpected?
- Did you achieve the end result?
- What impact did you make?
- What support do you need?
- Upon reflection...
 - What did you learn from this client?
 - What would you do differently with the next client?
 - How are you feeling?
 - What do you need right now?
- What support do you need?

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Why is this training important?

- Recruitment
- Retention
- Meets National Volunteer Standards
- Provides best practice
- And the list goes on.....

But why is this training really important?

Because it safeguards the emotional integrity of the volunteer

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Questions – I would love to answer all your questions but I fear time is of the essence – I will be around for the rest of the day.