

Abstract

End-of-life Care (EoLC) volunteers play a unique role in supporting patients with terminal illness and their families in the community. To ensure the high quality of EoLC volunteer services, professional volunteer coordinators in community organisations, who provide systematic and continuous support to the volunteers, are of paramount importance. The Faculty of Social Sciences of The University of Hong Kong and four NGOs including the Haven of Hope Christian Service, S. K. H. Holy Carpenter Church, District Elderly Community Centre, St. James' Settlement, and The Hong Kong Society for Rehabilitation collaboratively established a systematic volunteer management approach called SENS (S - Stimulate a Shared Value; E - Enable a Collective Act; N - Nurture an Integrated Team; and S - Sustain a Compassionate Community). This workshop will introduce the SENS approach to the participants through mini-lectures, group discussions, role-plays, and NGO case sharing. Participants will understand the theories, tools, and practice wisdom in EoLC volunteer programme management, from the stage of planning, coordinating, managing, and evaluating, to sustaining the volunteer programme.

Topics:

- Stimulate a Shared Value
- Enable a Collective Act
- Nurture an Integrated Team
- Sustain a Compassionate Community