

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Volunteer Engagement Co-ordinator
GRADE	5a
HOURS OF DUTY	37.5
REPORTS TO	Volunteer Services Project Manager
KEY RELATIONSHIPS	<i>Volunteers, Managers, All staff, Directors, External organisations, Members of the public</i>
RESPONSIBLE FOR	<i>The management of volunteers supporting the Voluntary Services Team.</i>

JOB SUMMARY

To co-ordinate and administer a programme of recruitment, on-boarding, induction, engagement and training for our volunteer workforce. Using first-class administrative skills to proactively manage your workload in a busy environment with minimum supervision.

To identify and promote appropriate and productive opportunities for the public to support and contribute towards the provision of the Hospice work across the areas it serves.

To confidently build strong working relationships within and across our operational teams, and demonstrating a commitment to inclusivity, building the trust and engagement of volunteers at various levels of ability.

This role also includes piloting new approaches to volunteer recruitment, attending events both face to face and online, and creating a strong presence throughout the local community, sometimes out of office hours and occasional weekends.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure best practice on all volunteer matters such as marketing activity, recruitment, communication and retention of volunteers, as appropriate.
- Identify opportunities and potential partnerships within a range of settings to increase volunteer applications, supporting and implementing the volunteer and wider hospice strategies.
- Liaise with staff about the involvement of volunteers, explaining and promoting the role of volunteers to others in the organisation and identifying areas where volunteer activities will benefit patients, their relatives and staff.

- Work consistently to targets, be accountable and ensure work is delivered in a timely and appropriate manner, producing progress reports, as necessary.
- Explore and increase the opportunities for volunteers from under-represented groups such as young disabled people, seldom heard communities etc.
- Develop new ways of attracting volunteers including organising and delivery of events to recruit, promote and celebrate volunteer opportunities.
- To travel across the areas that the hospice covers using own vehicle, offering support and developing strong relationships with volunteers and management teams.
- Build and maintain effective working relationships with colleagues, and internal and external stakeholders and partners to support delivery of a first-class volunteer service.
- In agreement with the Voluntary Services Project Manager, to represent the Hospice on voluntary bodies where appropriate where appropriate for the benefit of the Hospice, its patients and staff.
- When required, represent the hospice at meetings with external agencies regarding local initiatives e.g. recruitment campaigns.
- Responsible for the design and implementation of processes and procedures to support the volunteer and manager in the department that they work in and to ensure a consistent and best practice approach.
- Provide expert guidance and advice to volunteers and staff with any issues in relation to individual volunteering.
- Provide guidance to shop managers and volunteers to meet volunteer mandatory training requirements ensuring volunteers receive the relevant training for their role, timelines are adhered to and keep areas updated with any training changes.
- To keep updated the Volunteers Handbook(s) in line with new local and national guidance and initiatives.
- To support the Voluntary Services Project Manager with the development and implementation of the Hospice Volunteer Strategy.
- Support the review and update of volunteer policies and procedures and keep up to date with changes in legislation and best practice.
- In conjunction with the Voluntary Services Project Manager, work as part of the volunteer team on projects, taking the lead as appropriate.
- Advise on, develop and administer all volunteer role profiles, in liaison with line managers, offering advice and practical assistance, ensuring they are compliant with Equal Opportunities legislation.
- With the Voluntary Services Project Manager, ensure the timely and effective management of all complaints and incidents related to volunteers and review the performance of volunteers to ensure that issues related to capability or performance are addressed sensitively, effectively and in a timely manner.
- Support line managers with any investigation relating to performance or conduct issues.
- Provide references and certificates of performance to others, internal and external, if requested by a volunteer.
- Ensure systems are in place across the Hospice to monitor, record and support mandatory training, health and safety training and undertaking of appropriate risk assessments.
- Develop, implement and regularly review robust procedures for monitoring and managing the exit of volunteers from the Hospice.

- Ensure all systems and databases are maintained and up to date for accessing administrative reports.
- Ensure systems are used effectively, reviewing and implementing improvements as required.
- Develop and maintain a knowledge base of volunteer experts by experience.
- Undertake analysis of and utilise volunteer data and insights to make well-informed recommendations for enhancing involvement.
- Provide reports on a regular and ad-hoc basis as requested by the Voluntary Services Project Manager.
- Maintain a good, effective communication system ensuring that requests for volunteers and offers of help are co-ordinated.
- Under the supervision of the Voluntary Services Project Manager assist in the management of systems and records as required to provide information for Care Quality Commission.
- To ensure that manual and computerised data is managed within the requirements of the General Data Protection Act.
- As agreed by the Voluntary Services Project Manager, design, contribute to and deliver training to internal stakeholders.
- To support the Voluntary Services Project Manager with the effective management of all resources allocated to or utilised by the Volunteer Service.
- To undertake any other reasonable duties as required.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

Volunteer Engagement Co-ordinator

		E = ESSENTIAL	D = DESIRABLE
	Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning		
	<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever-changing world around us.</p>	E	
	Qualifications & Training		
<input type="checkbox"/>	Educated to NVQ level 3 or diploma in people-related field or similar level of experience.	E	
<input type="checkbox"/>	Evidence of continued professional development.	E	
<input type="checkbox"/>	Accredited volunteer management qualification.		D
	Skills/Abilities/Knowledge		
<input type="checkbox"/>	Experience of working with CRM/databases including management and analysis of data to provide reports.	E	
<input type="checkbox"/>	Working with sensitive information.	E	
<input type="checkbox"/>	Experience of arranging events or marketing.		D

<input type="checkbox"/>	Ability to adapt to frequently changing priorities and demands throughout the day.	E	
<input type="checkbox"/>	Evidence of proficient administrative and IT skills including the use of Microsoft packages.	E	
<input type="checkbox"/>	Excellent verbal and written skills.	E	
<input type="checkbox"/>	Confident to deal with and diffuse difficult situations and provide conflict management without becoming personally involved.	E	
<input type="checkbox"/>	Excellent analytical and report writing skills.	E	
<input type="checkbox"/>	An understanding of the expanding scope of volunteering and local and national volunteering issues.		D
<input type="checkbox"/>	Can demonstrate ability to meet deadlines and priorities often under pressure.	E	
<input type="checkbox"/>	Evidence of effective resource management including cash handling.	E	
	Experience		
<input type="checkbox"/>	Previous experience working in a voluntary service, public sector or charity organisation.		D
<input type="checkbox"/>	People management experience including recruitment, training and appraisal.	E	
<input type="checkbox"/>	Experienced in presenting, delivering training or public speaking.		D
	Other Requirements		
<input type="checkbox"/>	Able to use own initiative and work without close supervision.	E	
<input type="checkbox"/>	Highly motivated.	E	
<input type="checkbox"/>	Excellent organisational skills with the ability to multi-task, think on your feet and cope with pressure.	E	
<input type="checkbox"/>	Ability to demonstrate tact and diplomacy.	E	
<input type="checkbox"/>	To be able to work flexibly to meet the needs of the business.	E	
<input type="checkbox"/>	A creative and innovative thinker delivers practical solutions.	E	
<input type="checkbox"/>	Strong planning and organising, analytical and interpersonal skills.	E	
<input type="checkbox"/>	Own transport and current driving licence.	E	

I confirm that I have read the Job Description/Person Specification and the duties contained therein and accept the conditions of this role.

NAME:

SIGNATURE:

DATE: