

SAINT FRANCIS HOSPICE

JOB DESCRIPTION



JOB TITLE	Volunteer Services Project Manager
GRADE	<i>7A 12 Month Fixed Term Contract</i>
HOURS OF DUTY	37.5 hours
REPORTS TO	Director of People and Culture
KEY RELATIONSHIPS	Board, Volunteer Services Manager, CEO, ELT, SLT, P&C Partners, Volunteer Engagers, NVCO, Hospice UK, external networks and providers
RESPONSIBLE FOR	Volunteer Hub Manager, Volunteer Co-ordinators, Volunteers

JOB SUMMARY

To project manage the design and improvement of a comprehensive hospice volunteering service.

Manage a team to proactively develop the recruitment and retention of hospice volunteers to support the delivery of the volunteer strategy.

Work in partnership with line managers, key stakeholders and colleagues to shape and deliver volunteer plans and solutions in line with the needs and priorities of the hospice.

To uphold, and abide by, the Hospice's values of being Supportive, Compassionate, Professional, Inclusive & Respectful and Always Learning.

MAIN DUTIES AND RESPONSIBILITIES

Attending all necessary internal hospice meetings where a senior presence is required to maintain a focus on the volunteer workforce.

Work with the Director of People and Culture to develop the Volunteer Strategy; to ensure that Volunteering is at the heart of future Workforce plans and meets the needs of the 2025 to 2030 Organisational strategy.

Work with Directors and in conjunction with People and Culture Partners to define Workforce planning needs for now and in the future.

Review the Volunteer Services Hub and operating model to ensure effective delivery and support of future plans.

Carry out an analysis of all elements of the volunteer management cycle to ensure best practice and good outcomes for the Hospice. Produce and deliver an action plan to ensure robust management and engagement of volunteers.

Develop a strategic attraction and onboarding approach, to include an annual advertising calendar and promotion of Hospice volunteering at promotional events.

Implement plans that place Equality, Diversity and Inclusion at the heart of volunteering. Making changes and recommendations to departments and help managers to embrace an inclusive approach actively attracting people from diverse backgrounds, including those with a learning difficulty/disability, mental health and neurodiversity. This will include attending training to understand this topic fully, to advise departments accordingly.

Create and update policies, procedures, guidelines as required, with reference to the volunteer workforce.

Hold the Volunteer budget and monitor use of funds.

Support the Volunteer team; carry out 1-2-1 sessions, appraisals for staff and reviews for volunteers.

Handling public relations work for VSH/SFH - content on hospice website, leaflets for public consumption. Welcome packs etc.

Overseeing role descriptions – ensuring good, clear standard of information, appropriate content; not allowing anything that could be construed as 'employee'.

Overseeing complaints made by staff about volunteers and by volunteers about staff. Working closely with those 'who need to know' and the Complaints Manager and Complaints policy.

Having a close connection and involvement with all education and training for the hospice volunteer workforce – wherever they may be volunteering. This could also include certificated training opportunities for volunteers.

Ensure the smooth organisation and running of the annual volunteer 'thank you events', including the annual Long Service Awards.

Produce volunteer guidance and support at point of onboarding and to enable 'volunteer to career' opportunities.

Oversee a cleanse of the Volunteer database to ensure effective systems and processes

Develop engagement initiatives and wellbeing support to the volunteer workforce

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 documents 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

Voluntary Services Project Manager

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	
Leadership skills		
Ability to lead with honesty, integrity and care. Be able to develop, empower and delegate effectively to achieve change and generate a positive, inclusive, workplace. Be accountable for actions and bring creativity and innovative to inspire and motivate others. Be active in the creation and delivery of the Hospice strategy for the benefit of patients, staff and our local community.	E	
Education & Training		
- Degree or demonstrable level of relevant experience	E	
- CIPD Qualified	D	
- Post graduate qualification or equivalent level of experience in volunteer management, HR management or OD.	E	
- Evidence of continuing professional development in project management	E	
Skills/Abilities/Knowledge		
Good knowledge of People information systems and processes	E	
Knowledge of supporting the complaints investigation process	E	

Good knowledge of recruitment systems and processes	E	
Good knowledge of Safeguarding children and vulnerable adults and ensuring robust process for safeguarding referrals and DBS checks	E	
Experience		
Experience of developing volunteer/ people strategy to ensure the organisation is resourced with skilled, effective workforce.	E	
Able to train and coach others and model this behaviour to line managers	E	
Strategically ensure that the volunteer workforce is reflective of the communities we serve, and that effective, inclusive practices are in place across the organisation.	E	
Experience of developing workforce plans and workforce initiatives that enable the organisation to deliver great Care.	E	
Developing People projects across the employee/ volunteer life cycle.	E	
Other Requirements		
Ability to travel independently to Hospice Sites as required.	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: