

JOB DESCRIPTION

Job Details:	
Job Title:	Hospice Volunteer Coordinator
Grade:	Band 4
Department:	Volunteer Services
Directorate:	People & Services
Reporting to:	Head of Volunteering
Responsible for:	Volunteers based at Winsley and supporting central hospice team remotely.
Location	Hybrid Home/Winsley

Job Summary / Main Purpose:

- To develop bespoke projects, volunteer programmes and new roles within the hospice environment and ensure that specialist volunteer skills are matched to organisational needs.
- To work collaboratively with other members of the Volunteer Services team to deliver the Volunteer Strategy
- To work collaboratively with all other teams deploying volunteers at Winsley and support their volunteer recruitment, on boarding and ongoing management, promoting the delivery of high quality services.
- To provide expert support to volunteers using the Assemble volunteer management system

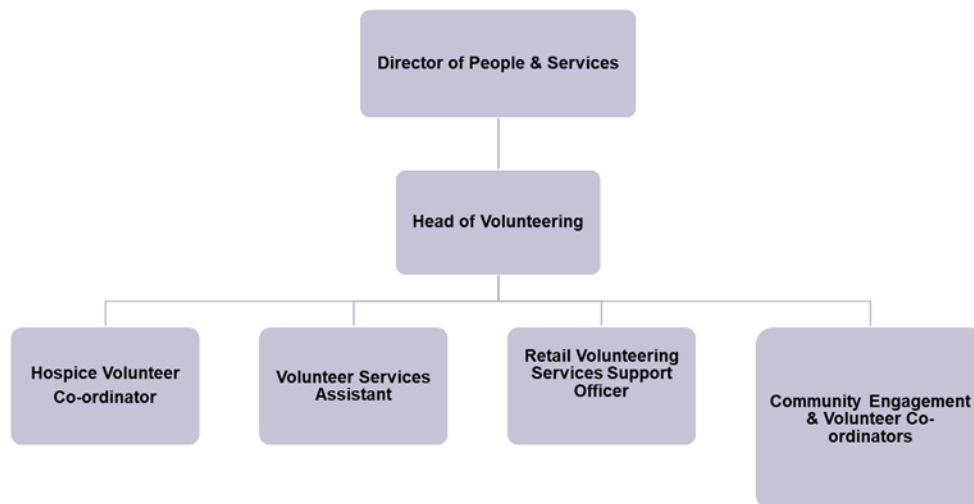
Principal Duties and Responsibilities:

- Coordinate volunteer recruitment in hospice based teams and advise the Volunteer Services Administrators to make sure that volunteers are recruited and on boarded as efficiently as possible

- To work collaboratively with Team and Service managers within the hospice to advise and enable full and effective induction programmes for each volunteer role and to ensure they are undertaken as determined.
- To engage and support the hospice volunteer team managers to ensure rota positions are met and managed and capture volunteer reporting requirements team by team.
- To provide guidance and training to new hospice volunteer team members to access and use Assemble volunteer management system effectively, providing ongoing expert support to hospice volunteer managers and volunteers.
- To work collaboratively with hospice based volunteer team managers and coordinate ongoing supervision and support, providing a mixture of group/one to one and peer supervision sessions as needed by each team.
- To identify volunteers' skills and match them to the needs of hospice teams in a flexible and responsive way
- To make sure that internal and external volunteering enquiries are answered in a timely fashion
- To ensure that volunteers are appropriately and efficiently screened, inducted and trained and to work with our administrative function to make sure DBS checks, car checks and occupational health checks are completed where necessary
- To provide a high quality experience to volunteers joining our organisation from on boarding throughout their time with us
- To develop and deliver additional training to volunteers as agreed with hospice teams
- To support the delivery of face to face and virtual Statutory and Mandatory training modules required for the hospice and community based volunteer teams.
- To maintain accurate volunteer records and ensure that principles of safeguarding and confidentiality are fully upheld
- To work collaboratively with colleagues delivering work experience placements to ensure that we achieve the best experience for volunteers, work experience students and Teams
- To work collaboratively with the Volunteer team to develop new initiatives and projects
- To support the Volunteer Services administrators to keep volunteer records up to date and compliant with GDPR
- To contribute to reviewing and updating of volunteer toolkits and handbooks and training modules as necessary
- To work collaboratively with volunteer services team to organise and facilitate any volunteer related events organised for the hospice volunteer teams
- To contribute content for newsletters and other key communications to volunteers
- To coordinate and facilitate the Central focus group for hospice and area based volunteers to participate in.

- To undertake additional tasks, as requested to support volunteering across the organisation and provide support to Community and Retail volunteer coordinators

Structure Chart



Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification – Hospice Volunteer Coordinator

Person Specification		
Criteria	Essential	Desirable
Health and Social care qualification and/or experience		x
IT Literacy and experience of MS packages	x	
Experience of recruiting, supporting, engaging, motivating and managing volunteers or similar management experience	x	
Experience of facilitating training sessions and leading workshops	x	
A proven track record of networking and building and managing effective relationships	x	
Can demonstrate own initiative and creativity to set up and develop a project, programme or area of work		x
Able to adapt to changing needs of the service	x	
Ability to accurately record and manage data and report on outcomes to deadlines	x	
Ability to manage competing demands and priorities and respond swiftly to ensure continuity of service provision	x	
Ability to empathise whilst being able to make professional judgements within an emotionally challenging environment	x	
Understanding of safeguarding and confidentiality	x	