

## JOB DESCRIPTION

<b>Job Details:</b>	
<b>Job Title:</b>	Community Volunteer Coordinator
<b>Grade:</b>	Band 4
<b>Department:</b>	Community Palliative Care Team
<b>Directorate:</b>	Care Services
<b>Reporting to:</b>	Community Engagement Lead
<b>Responsible for:</b>	Management of volunteers in the community (patient facing).
<b>Location</b>	Winsley

### **Job Summary / Main Purpose:**

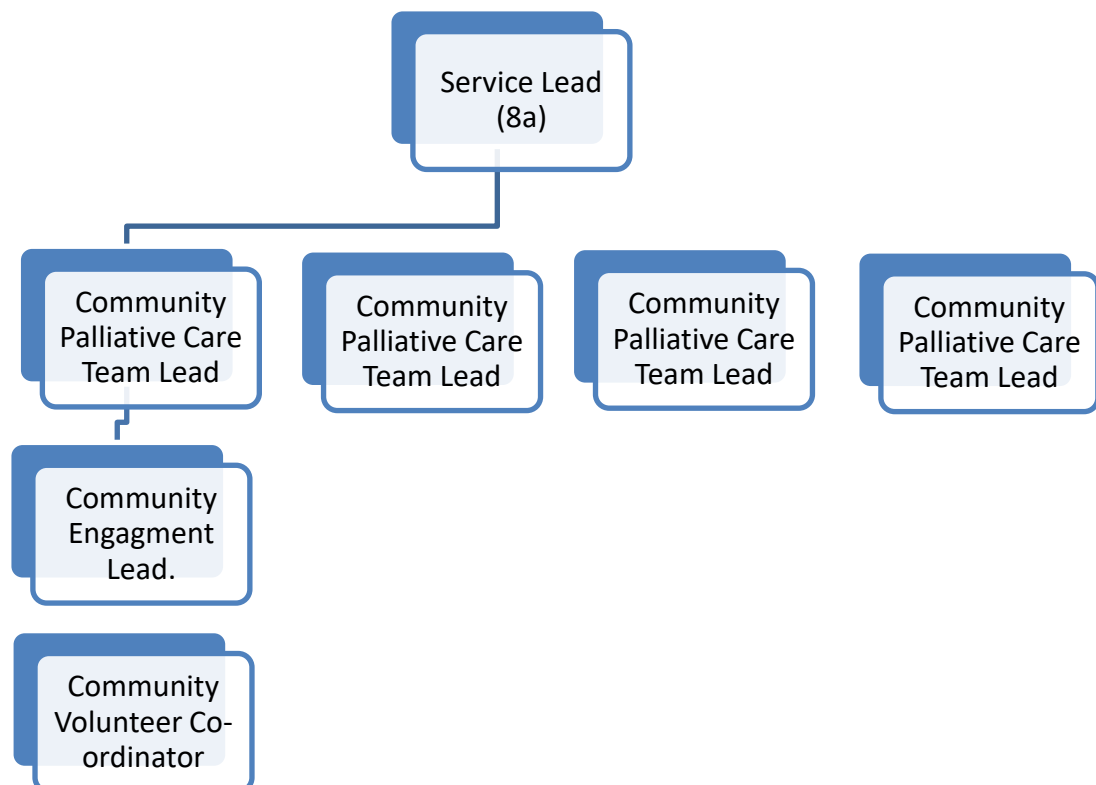
- To ensure the Community Palliative Care Teams are effectively resourced with the right volunteers, in the right numbers, in the right places to support the delivery of high quality patient services
- To work collaboratively with Community Engagement Leads in managing volunteers, supporting volunteer selection and allocating volunteers appropriately.

### **Principal Duties and Responsibilities:**

- To work with Community Palliative Care Teams, Community Engagement Leads and Service Managers understand the need for volunteer recruitment for patient facing community based teams and work with the Workforce Team to make sure that volunteers are recruited, on boarded and inducted as efficiently as possible
- To help in developing the community volunteer model in association with Community Engagement Leads and Clinical teams.
- To identify volunteers' skills and match them to the needs of the Community Palliative Care teams in a flexible and responsive way
- To attend recruitment events in the community to help drive volunteer numbers up
- To support all volunteer placements within patient facing community activities and ensure that rotas are appropriately filled

- To provide ongoing support and management for all patient facing volunteers based in the community through a mixture of group/one to one and peer supervision alongside support provided by the team they are volunteering in
- To work in collaboration with retail and hospice volunteer coordinators in order to pool volunteer resources where possible
- To make sure that internal and external volunteering enquiries are answered in a timely fashion
- To provide a high quality experience to volunteers joining our organisation from on boarding throughout their time with us
- To deliver additional training to volunteers as determined by the Community Engagement Leads
- To maintain accurate volunteer records in Assemble and ensure that principles of safeguarding and confidentiality are fully upheld
- To contribute to reviewing and updating of volunteer toolkits and handbooks as necessary
- To help organise any volunteer related events and to attend such events and meetings to consult with volunteers
- To contribute content for newsletters and other key communications to volunteers
- To support volunteers to participate in the Volunteer Forum, Volunteers Week and other events that enhance our proposition for them

## Structure Chart



\*Occasional evening and weekend working may be required in this role.

### **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 – Volunteer Coordinator**

<b>Person Specification</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Experience working in a Health and Social care environment		<b>x</b>
Experience in recruiting volunteers		<b>x</b>
Experience in a leadership role, motivating a team		<b>x</b>

Experience facilitating training sessions and / or leading workshops		<b>x</b>
Good administrative skills and IT Literacy, with experience of Microsoft packages	<b>x</b>	
Communicates clearly and confidently, being able to adapt to suit different audiences.	<b>x</b>	
Demonstrates empathy and compassion, able to respond appropriately to the emotional needs of others, particularly in sensitive or end-of-life situations.	<b>x</b>	
Demonstrates practical knowledge of confidentiality, safeguarding and their importance.	<b>x</b>	
Manages own time effectively, able to handle multiple priorities, and maintains attention to detail.	<b>x</b>	
Able to build trust-based, respectful relationships (volunteers, patients, staff, and community members).	<b>x</b>	