
JOB DETAILS

Job Title: **Volunteer Coordinator**
Band 5
Hours of duty : 25

ORGANISATIONAL ARRANGEMENTS

Accountable to: HR Manager

JOB SUMMARY

To support and manage the delivery of a comprehensive innovative volunteering programme on behalf of Dr Kershaw' Hospice. To lead on the promotion of a diverse range of volunteering opportunities and the recruitment, induction and retention of Hospice volunteers.

To develop and inspire all Hospice volunteers in their activities.

To support the Volunteer Admin Assistant and Volunteer Engagement Assistant with all aspects of volunteering, developing and maximising the effective use of volunteer services across the organisation, and raise staff awareness of the role and function of volunteers.

KEY RESPONSIBILITIES

The post holder will:

1. Work within the Volunteer Strategy, reviewing this as required.
2. Oversee all aspects of recruitment including marketing campaigns, enquiries, new applications, references, DBS checks, welcome letters and induction and training records
3. Ensure all volunteers receive a robust and comprehensive induction and training, including the enrolment and monitoring of compliance of volunteers with mandatory training.
4. To develop meaningful and impactful systems of volunteer engagement.
5. Provide accurate, confidential and up to date information for reports as required including level of DBS checks.
6. Oversee the Volunteer Database, ensuring that records held are accurate, comply with GDPR and are up to date.
7. Support an effective volunteer communication structure by liaising with volunteer leads, volunteers and departments to support their needs.

8. Keep volunteer information updated (including role guidelines, handbooks and the Volunteer Policy) as required.
9. Support preparation for volunteering related events, meetings and celebrations.
10. Establish formal and informal ways of recognising and celebrating the contribution of volunteers in the organisation and raise awareness of their contribution both internally and externally.
11. Annually review all volunteer training materials, in addition to exploring additional training and development opportunities.
12. Ensure any volunteer risk assessments are completed and actioned as appropriate.
13. Undertake required administrative duties.
14. Prepare activity reports for the Senior Management Team regarding volunteering activity.
15. Coordinate a small team of volunteers supporting the work of the volunteer department itself.
16. Assist, support and guide colleagues in the effective use of volunteers and ensure that best practice is followed.
17. Develop partnership working with other, local, voluntary sector and statutory bodies who are engaged in volunteer recruitment.
18. Attend meetings internally and externally as required.
19. Organise profile raising events to attract new volunteer members.
20. Keep up to date with legislation, policy and best practice related to volunteering and recommend any necessary modifications to accommodate changes.
21. Support Volunteer Leads to manage their volunteer teams, particularly regarding incidents, concerns and complaints and change management.
22. Manage the Volunteer Admin Assistant and Volunteer Engagement Assistant.
23. Manage the Volunteer Department Budget, including the approval of volunteer expenses.
24. Play an active role in the development of new volunteer services within the Hospice.
25. Provide wellbeing support to volunteers as required, including signposting to external services.
26. Complete regular departmental audits and relevant action plans as required.
27. Measure and demonstrate the impact of volunteer engagement on the organisation.
28. Work alongside the Marketing and Communications team to recognise and promote volunteering both in the organisation and in the wider community.
29. Promote equality and diversity best practice in relation to recruitment and retention of volunteers
30. Respond to any Safeguarding concerns and escalate where appropriate.
31. Ensure all Hospice policies are adhered to.

Volunteers

Dr Kershaw's Hospice is generously supported through its active volunteers who work alongside employees of the Hospice, across all departments, helping to fulfil the needs of the services.

As part of all roles at the Hospice, it is expected that all post holders commit to assisting and supporting volunteers to perform their roles to the best of their ability. In addition, it may be required of the post holder to act as a volunteer lead if identified with the Volunteer Co-coordinator, as appropriate.

HEALTH AND SAFETY/SECURITY

1. To be familiar with all requirements of the Health & Safety at Work Acts and the Hospice Health & Safety policies and regulations applicable to the post.
2. To co-operate actively with the nominated Health & Safety person in achieving the aims of the hospice Health & Safety policy, Fire Regulations, related issues and various procedure and ensure the legal requirements are met.
3. To take responsible care for the health and safety of themselves and others who may be affected by their acts or omissions, and comply with health & Safety legislation.

EDUCATION AND TRAINING

A good level of literacy and numeracy is required for the post, alongside experience of using a range of Microsoft Office applications and email. Experience of Excel and Access would be an advantage.

Whilst there are no formal qualifications required, the ability to deal with people sensitively and with tact is essential. Experience of working in a volunteer-involving organisation and a willingness to work with a diverse range of volunteers is essential.

Full training and support will be given.

The post holder will:

1. Participate in the Hospice Appraisal System.
2. Maintain high professional standards and continue their own personal and professional development.
3. Participate in the orientation of new staff
4. Attend all mandatory training/update sessions.

GENERAL

1. **Confidentiality**- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held on the Hospice computer system.
2. **Equal Opportunities** - The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.

3. **Health and Safety-** Staff must ensure they are familiar with the requirements of the Health and Safety at Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
4. **Safeguarding-** Dr Kershaw's Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospices safeguarding policy. Regular safeguarding training updates will be held and are mandatory for all staff.

The above indicates the main duties that maybe reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

Due to the nature of the organisation you will undertake any other reasonable tasks or duties that are deemed to be within your capability, to meet the needs of the organisation's services and/or directed by a senior manager to whom you have a reporting relationship.

PERSON SPECIFICATION
JOB TITLE: VOLUNTEER COORDINATOR

	ESSENTIAL The qualities without which a post holder would not be appointed.	DESIRABLE Additional qualities which can be used to choose between candidates who meet all the criteria.	METHOD OF ASSESSMENT Application form/ Interview/ Certificate / Other.
QUALIFICATIONS	Good standard of education	x	Application form/ CV and certificates
EXPERIENCE	Experience of working as a team member Experience of collecting, interpreting and presenting data.	x	Application form/CV /interview and references.
SKILLS/KNOWLEDGE	Experience of administration/secretarial duties Ability to communicate effectively Good organisational skills and ability to prioritise workload IT literate and experience of using Microsoft Word, Excel, Outlook and PowerPoint as well as databases Able to take direction and instruction to fully carry out the role Prepared to work alone and act on own initiative Understanding of data-protection and confidentiality and willingness to work within this	x	Application form/CV /interview and references.
OTHER	Time management. Highly motivated and enthusiastic. Honest and trustworthy. Able to work flexibly as required. Experience of working with volunteers Experience of volunteering Upholding professional and corporate image	x	Interview/References