

JOB DESCRIPTION: VOLUNTEER COORDINATOR
REPORTS TO: HOSPICE VOLUNTEER MANAGER
ACCOUNTABLE TO: HEAD OF VOLUNTEERING
BASED AT: HOME - MOBILE GT. YARMOUTH & WAVENEY AND SUFFOLK



JOB SUMMARY

To coordinate 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, responding to changing priorities during the day. 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 with 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.

KEY RESPONSIBILITIES

- Ensure best practice on all volunteer matters such as marketing activity, recruitment (interview and administration), 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.
- Work consistently to targets, be accountable, and ensure work is delivered in a timely and appropriate manner, producing progress reports as necessary. Utilise volunteer data and insights to make well-informed recommendations for enhancing involvement.
- Develop new ways of attracting volunteers, including but not limited to ideas involving community events, marketing and advertising, schools and colleges. Representing the hospice by engaging and promoting awareness of the Charity by giving talks /presentations to organisations & other parties as applicable.
- To travel throughout Norfolk, Suffolk/Gt Yarmouth & Waveney, with occasional travel in other areas of our geographical patch using own vehicle, offering support and developing strong relationships with volunteers and management teams.
- Ability to build and maintain effective working relationships with colleagues, and both internal/external stakeholders and partners.
- When required, represent the hospice at meetings with external agencies regarding local initiatives e.g. recruitment campaigns.
- To engage with the community to help raise awareness of the Charity and our work by sharing your experience of St Elizabeth Hospice through networking with groups and individuals
- Guide volunteers with any issues in relation to their volunteering.
- When necessary support shop managers and volunteers with guidance to meet volunteer mandatory training requirements; ensuring volunteers receive the relevant training for their role, timelines are adhered to and keep your area of responsibility updated with any training changes. Maintaining up to date volunteer databases for accessing administrative reports for Care Quality Commission compliance.

- Work as part of the volunteer team on projects, taking the lead where appropriate, including but not exclusively, Income Generation team event recruitment and management.
- Advise on, develop and administer all volunteer role profiles, in liaison with line managers, offering advice and practical assistance, ensuring that they are compliant with Equal Opportunities legislation.
- Support the line managers with any investigation relating to performance or conduct issues.
- Ensure HR systems are used effectively; reviewing and implementing improvements as required.
- Under the supervision of the Hospice Volunteer 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.
- To undertake any other reasonable duties as required.

PERSONNEL RESPONSIBILITIES

- To recognise indications of staff stress and to facilitate staff support.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.
- To participate in the induction of new staff, as required.

EDUCATIONAL RESPONSIBILITIES

- To participate in the Hospice education programme.
- To provide feedback on any training to the wider Income Generation and Marketing team as appropriate.

PERSONAL DEVELOPMENT

- To develop and maintain a sound understanding of all facets of the work undertaken by St Elizabeth Hospice and the Hospice movement.
- To devise and execute in conjunction with the Volunteer Development Manager a personal development plan in line with Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

ORGANISATIONAL RESPONSIBILITIES

- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To uphold the hospice and individual team values at all times.
- To work at all times within the policies of the Hospice and act within Care Standards at all times.
- To ensure effective use of resources.
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

GENERAL

- The post holder will be expected to produce work of a high standard and to promote quality at all times.

- Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practise continuous professional development.

THIS IS AN OUTLINE JOB DESCRIPTION AND MAY BE SUBJECT TO CHANGE, ACCORDING TO THE NEEDS OF THE SERVICE, IN CONSULTATION WITH THE POST HOLDER.

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**VOLUNTEER COORDINATOR
PERSON SPECIFICATION**

Requirement	Essential/Desirable
<p>Qualifications & Training</p> <ul style="list-style-type: none"> • Educated to GCSE level or equivalent, alternatively have proven work experience with transferable skills • Able to demonstrate excellent standard of literacy and numeracy • Marketing/PR/Events knowledge/experience • Marketing qualification 	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Previous work in a confidential environment (i.e.HR) • Working with sensitive information • Experience of arranging events or marketing • Ability to adapt to frequently changing priorities and demands throughout the day • Stakeholder management. • Previous work experience in an HR or Marketing department. 	<p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Specific Skills</p> <ul style="list-style-type: none"> • Evidence of proficient administrative and IT skills including the use of Microsoft packages including Teams, Excel and Word, and be willing to receive training in other useful tools. • Marketing/PR/Events • Excellent verbal and written skills • Confident to deal with and diffuse difficult situations and provide conflict management without becoming personally involved. • Ability to influence, persuade and negotiate. • Working in a volunteer environment. • Presentation skills. 	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>

<ul style="list-style-type: none"> • Social Media knowledge 	Desirable
<ul style="list-style-type: none"> • Attention to detail 	Essential
Personal Qualities <ul style="list-style-type: none"> • Able to use own initiative and work without close supervision. • Highly motivated • Excellent organisation skills with the ability to multi-task, think on feet and cope with pressure • Ability to demonstrate tact and diplomacy • To be able to work flexibly to meet the needs of the business • A creative and innovative thinker, delivers practical solutions • Strong planning & organising, analytical and interpersonal skills • Own transport and current driving licence 	Essential Essential Essential Essential Essential Essential Essential