

st elizabeth hospice

Job title:	Volunteer Coordinator
Reports to:	Hospice Volunteer Manager
Department:	Volunteer
Based at:	Home – Mobile – Great 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.

Safeguarding responsibilities:

- To demonstrate a commitment to keeping adults and young people safe
- To report any disclosure made to you to the appropriate person
- To report any safeguarding concerns in the workplace to the appropriate person
- To maintain an awareness of the hospice's policies in relation to safeguarding

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

Responsibilities for all staff:

- Act as a positive ambassador for St Elizabeth Hospice
- Where the postholder is a member of a professional body, comply to the professional standards set by that body. Ensure registration is current and practice continuous professional development.
- Because of the special nature of the hospice and its work, the postholder may on occasion be asked to undertake other duties to help maintain our high standards of care and engagement.

This job description is not necessarily exhaustive and may be subject to review by the line manager in conjunction with the postholder.

Person specification: Volunteer Coordinator

Requirement	Essential	Desirable
Qualifications & training	- 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
Knowledge & experience	- Working with sensitive information - Ability to adapt to frequently changing priorities and demands throughout the day - Stakeholder management	- Previous work in a confidential environment (i.e.HR) - Experience of arranging events or marketing - Previous work experience in an HR or Marketing department.
Specific skills	- 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 - 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 - Attention to detail	- Marketing/PR/Events - Working in a volunteer environment - Presentation skills - Social Media knowledge
Personal qualities	- 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	