

st michael's hospice

JOB DESCRIPTION

Job title: Voluntary Services Coordinator

Job Location: St Michael's Hospice

Responsible to: Voluntary Services Team Lead

Accountable to: Head of Organisational Development

1.0 MAIN PURPOSE OF THE ROLE

To work as part of the Voluntary Services Team, supporting the Voluntary Services Team Lead in managing the recruitment, training and ongoing support of volunteers, ensuring they are matched to suitable roles, and overseeing their overall experience. Contributing towards implementation of the Volunteer Strategy and providing advice, guidance and support to Volunteer Managers and Supervisors. Ensuring that volunteering practices and procedures comply with Hospice policies on safer recruitment, health and safety, data protection and diversity, equity and inclusion.

2.0 PRINCIPAL RESPONSIBILITIES

- 2.1 Act as a point of contact for volunteer and employee enquiries relating to recruitment, induction and training.
- 2.2 Manage the volunteer database effectively; ensuring data is kept up-to-date and accurate and that system development opportunities are explored.
- 2.3 Enable two-way effective communication of information to volunteers through the Better Impact Volunteer Management System (for example, newsletters, guidance and shift hours/patterns).
- 2.4 Ensure all people data systems are configured to enable accurate, useful and timely reports to be produced across the team.
- 2.5 Support the Voluntary Services Team Lead in identifying efficiencies across the team and supporting continuous improvement to systems and processes.
- 2.6 Support the timely processing and following up of references, DBS and other recruitment and onboarding checks in accordance with Hospice policies.
- 2.7 Provide administrative support to the Voluntary Services Team Lead and Head of Organisational Development as requested.
- 2.8 Support the Voluntary Services Team Lead on specific projects and service developments.
- 2.9 Support Recruitment activity including advertising and promoting volunteering opportunities, inviting candidates to meetings and carrying out interviews and discussions regarding a potential volunteering role.

- 2.10 Providing managers with information and guidance on volunteer induction processes to ensure volunteers work in a safe manner and that they are trained, developed and supported to carry out their roles effectively.
- 2.11 Supporting the management of volunteer events/activities, organising meetings, taking a record of decisions, and helping to trouble shoot should issues arise.
- 2.12 Develop a positive and effective working relationship with all volunteers, communicating with them face-to-face, over the phone and in writing, and supporting the team to deal with any volunteer issues or queries.
- 2.13 In conjunction with the Education Coordinator, arranging training dates for volunteers, assisting in the organising and delivery of events as required.
- 2.14 Taking photographs to produce ID badges for volunteers and ensuring they are uploaded to Better Impact.
- 2.15 Ensuring sufficient volunteer and employee recruitment/new starter packs are available and distributed as needed.
- 2.16 Communicate with, consult and engage managers in identifying new opportunities for volunteers to support Hospice aims and objectives.
- 2.17 Take a balanced approach to problem solving that factors in the needs of the organisation, managers and volunteers.
- 2.18 Ensuring clear and concise handovers of any outstanding issues take place with all relevant team members.

3.0 ADDITIONAL RESPONSIBILITIES

- 3.1 Carry out duties with full regard to the Hospice Equality and Diversity policies.
- 3.2 Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 3.3 Ensure duties are carried out to a high standard, and in accordance with quality initiatives within the work area.
- 3.4 Carry out any other duties, within an appropriate level of responsibilities as required.
- 3.5 On occasion, undertake flexible hours to meet the needs of the role.
- 3.6 Ensure confidentiality at all times.
- 3.7 Support and participate in the fundraising activities of the Hospice wherever possible.
- 3.8 To be an ambassador for the Hospice.
- 3.9 To ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 3.10 To promote, at all levels, the Hospice's vision, values and strategic objectives.
- 3.11 To hold DBS and Occupational Health clearances appropriate to the role.

Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

PERSON SPECIFICATION

Post Title:	Voluntary Services Coordinator	
Department:	Organisational Development	
	Essential Criteria	Desirable Criteria
Education/ Qualifications	Numeracy and literacy skills to Level 2 education equivalent (GCSEs grades 4-9)	
Work background and experience	<p>Experience of working in a busy department</p> <p>Experience of working effectively as part of a team</p> <p>Experience of working with electronic data systems</p> <p>Experience of administration work including, keeping records, taking minutes, writing letters, taking phone calls</p> <p>Experience of working with diverse groups</p>	<p>Experience of working with volunteers</p> <p>Experience of working in a charity setting</p>
Skills/Ability/ Knowledge	<p>Demonstrable database management skills</p> <p>Strong IT skills – Word/Excel/Outlook/PowerPoint/SharePoint</p> <p>Excellent organisational skills and ability to work under pressure and meet deadlines</p> <p>Excellent people skills</p> <p>Ability to prioritise workload</p> <p>Excellent communication skills including telephone, face-to-face and written.</p> <p>Ability to be flexible and respond to change in a positive manner</p> <p>Ability to problem solve, exercise judgement and initiative</p>	
Personal Qualities and	Physical Effort - ability to move lightweight equipment to set up	

other requirements	events Mental effort – Able to prioritise and adapt to change at short notice Able to work comfortably in an environment where volunteers are working in emotional circumstances and clients need support at end of life.	
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