**JOB VACANCY**

**JOB TITLE:** Volunteer Support Coordinator

**SALARY:** £20,090.20 - £21,169.95 depending on experience

**HOURS:** 22.5hours – working pattern flexible

**HOLIDAY:** 27 days per annum plus Bank holidays (pro rata)

**PENSION:** Contributory pension scheme

**LOCATION:** St Luke's (Cheshire) Hospice

**REPORTING TO:** HR Manager

\*This position is subject to a Disclosure and Barring Services check

We are looking for an enthusiastic, friendly person to join our volunteer team. This is an exciting post for someone who is highly organised and efficient.

Our volunteers are a vital part in the running of our services. Their time is an invaluable contrition to the charity. This role will be responsible for recruiting and supporting these volunteers and be the first point of contact for them. A good level of admin experience and it skills will be required. This includes Microsoft office.

You will be in contact with volunteers by telephone and face to face in the hospice setting so an empathetic, polite and friendly manner is a must

**How to Apply:**

**The closing date for this post is:** 15th September 2021

**Interviews will be held on: TBC**

**For an informal discussion please contact:** Claire Langston, Director of income Generation and communication on 01606 555812

**To download an application form visit:** [**www.stlukes-hospice.co.uk/jobs**](http://www.stlukes-hospice.co.uk/jobs)

*Please note we do not accept CV’s*

***We reserve the right to close a job advert early where sufficient applications have been received***

# Job Description

# PURPOSE:

* To lead the volunteer function of the hospice in providing volunteers who have the appropriate skills to fulfil the needs of the Hospice.
* To maximise the on-going support of our volunteer workforce.
* To help to ensure that the volunteers are aware of their invaluable contribution to the work of the hospice.

# KEY RESPONSIBILITIES:

* To strive to ensure all Hospice services have appropriate numbers of volunteers to carry out their functions
* To work with the HR Manager in reviewing and supporting the implementation of a volunteer strategy that strives for best practice in volunteer management
* To act as first point of contact for volunteers and staff seeking guidance and support
* Provide support to the HR manager in all aspects of volunteering and voluntary roles, whilst taking appropriate advice accordingly.
* To take the lead in developing and coordinating good practice in volunteering to promote innovative and creative working with volunteers to maximize their contribution

# DUTIES AND RESPONSIBILITIES

* Work proactively with members of Hospice services to provide sufficient numbers of volunteers to meet the needs of individual events/fundraising activities, shops and clinical services
* To recruit volunteers to assist with the running of all Hospice services and other promotional company activities, making best use of volunteers’ individual skills and expertise.
* To ensure all volunteers are inducted into the culture and values of St Luke’s and understand the contribution they are making to the Hospice.
* Identify and develop new and existing volunteer roles, requirements and needs and design volunteer role descriptions accordingly.
* Support managers when dealing with volunteer capability and conduct issues
* Act as an advocate for volunteering by promoting the contribution of volunteers both internal and external to the organisation.
* Plan and implement, in conjunction with the Communications team, an effective programme of internal and external information sharing and communication for volunteers.
* Develop a suite of support, guidance and training documents for Managers to use with Volunteers to ensure consistency of standards across the organisation
* To devise and maintain all policy documents relating to volunteers, including individual roles and guidelines
* To organise volunteer surveys, act upon feedback, analyse and report results to HR Manager.
* To maintain the Volunteer database, ensuring data is protected and kept secure in accordance with the Data Protection Act and other regulations.
* Awareness of legal issues around the use of volunteers, ensuring that good practice is followed.
* Devise and implement a fair and consistent volunteer recognition programme.

**Personal Development**

* Maintain high professional standards and keep abreast of professional issues and best practice in the field of volunteer management. The organisation will support relevant education and development opportunities whenever possible and as agreed as part of personal development discussions.
* Membership of and active participation in the North West branch of the Association of Volunteer Support Managers as well as the local CVS.

**Health & Safety & Security**

* Under health and safety legislation, each individual has a legal responsibility for their own welfare and for the health and safety of others and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. The Hospice has a Health & Safety Policy which applies to all staff.
* Similarly, it is each person’s responsibility to ensure a secure environment and bring any breaches of security to the attention of their manager.

**Equal Opportunities**

* St. Luke’s (Cheshire) Hospice has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and St. Luke’s (Cheshire) Hospice Equality & Diversity Policy.

**Confidentiality**

* In the course of your duties, you will have access to confidential material about members of staff, volunteers, other hospice business and patients. The Hospice has an Information Governance Policy which applies to all staff.

**Safeguarding**

* St Luke’s (Cheshire) 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. Safeguarding training is mandatory for all staff.

**PERSON SPECIFICATION**

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| **Role Dimension** | **Essential** | **Desirable** | **Evidence** |
| **Qualifications & Training** | A good standard of education  | Accredited volunteer management training | Application Form, Certificates |
| **Experience** | Experience in working with and as part of a team. Supervising/team leading experience Ability to work on own initiative, manage, prioritise own workload and to work on a number of projects at any one time An awareness of and sensitivity around the needs of volunteers | Experience and understanding of working with volunteers | Application Form, Interview |
| **Knowledge & Skills** | Experience of supervising and organising groups of people.Ability to develop innovative methods of attracting and communicating with prospective volunteers.Exceptional communications skills, both written and verbal Exceptional organisational skills and ability to prioritise workloadStrong IT skills and experience of using Microsoft Word, Excel and PowerPoint Understanding of and commitment to equality and diversity procedures Able to take direction and instruction to fully carry out the roleExperience of recruitment and interview techniquesPrepared to work alone and act on own initiative.  | Experience of carrying out appraisals and evaluating performance Experience of writing and implementing policy and proceduresGood working knowledge of current legislationKnowledge of the Hospice sector, charity sector or NHS | Application Form and Interview |
| **Other Requirements** | Problem analysis & resolution.Forward planningDelegation and follow upTime management.Highly motivated and enthusiastic.Honest and trustworthy.Able to work flexibly as required |  | Application Form and Interview |