

# South Bucks Hospice – Job Description

<b>Job Title</b>	<b>Volunteer Coordinator</b>
<b>Hours of work:</b>	37.5 hours per week, part-time considered
<b>Work days:</b>	Monday to Friday with occasional evening and weekend work
<b>Work Location:</b>	Butterfly House
<b>Reporting to:</b>	CEO
<b>Date of issue:</b>	September 2021

## Job Purpose

To support the work of South Bucks Hospice through leading on the development of volunteering.

## Key Responsibilities

The main responsibilities are:

- To represent the hospice, making presentations to local groups and organisations with a view to recruiting new volunteers and raising awareness of South Bucks Hospice in the community
- To proactively promote volunteering both internally and within the community
- To develop new and existing relationships with local businesses, groups, universities and schools with a view to recruiting and developing volunteers
- Organising volunteer recruitment, recognition and thank you events both at the hospice and externally
- To lead on volunteer recruitment including:
  - Providing support to draft volunteer role profiles, flagging applicants, promoting and managing them on recruitment sites and / or social media with the HR Team
  - Being the main point of contact for prospective volunteers and any other volunteer enquiries
  - Carrying out initial screening to ensure suitability
  - Ensuring the process is compliant with legislation and best practice
  - Seeking references, and
  - Carrying out DBS checks
- To support the new starter process, including
  - Overseeing new volunteer inductions
  - Ensuring that appropriate training and support is given
  - Ensuring volunteers are issued with appropriate work wear and PPE
- To liaise regularly with other departments to keep up to date with activities which may require volunteer support
- To work closely with the Fundraising team to develop new ideas, supporting fundraising events and activity, including ensuring fundraising events are adequately resourced
- Championing volunteering internally and actively seeking opportunities for volunteers to contribute in new ways
- To form, nurture and maintain excellent relationships with volunteers to develop their contribution to the hospice
- Overseeing the development of volunteers and ensuring the training records are up to date and compliant with South Bucks Hospice’s requirements
- The administration of all hospice volunteers ensuring all volunteer records are up to date and accurate, both electronically and in paper form and held effectively in the CRM database
- To develop and implement a volunteer communications plan, including
  - Sourcing volunteer case studies

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- Creating and developing a regular volunteer newsletter
- Maintaining and improving online volunteering content, sharing volunteer success stories to raise the profile of volunteering and the hospice or for external recognition e.g. Volunteers Week and awards
- Ensuring that all volunteering literature is up to date and compliant with best practice and legislation
- Co-ordinating volunteer surveys and evaluation
- Developing volunteer policies, procedures and guidance
- Setting and meeting volunteer recruitment targets
- Leading on volunteer evaluation and reporting, including reporting on KPI's
- Overseeing volunteer problem solving and complaints
- Supporting the work of colleagues across the organisation including supporting strategic goals and other cross team objectives as required
- Delivery of volunteer management training and support to colleagues on effective working with volunteers
- To observe and comply with all South Buck Hospice policies, including the key policies and procedures on Confidentiality, Data Protection, Health and Safety, Safeguarding and IT Policies and Procedures
- Keeping up to date with best practice in volunteering and ensure compliance with latest legislation

### Behavioural Values

- Appreciates the impact that decisions and actions have on the Charity
- Ability to ensure that objectives or tasks are delivered on time and to an agreed quality
- Crucial operational role that delivers a high quality service
- Pro-active and responsive to requirements of supporters and colleagues, a team player
- Fully understands internal and external customer expectations and requirements, and works to ensure these are exceeded
- Works co-operatively and productively with others, to achieve results
- Takes the initiative to work across boundaries to resolve challenges
- Demonstrates commitment and loyalty to South Bucks Hospice
- Self-motivated individual with strong customer focus
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written
- Uses original and creative thinking to make improvements or support the initiation of new approaches
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice
- Does the right thing for the long term success of South Bucks Hospice

### Personal Attributes

- Experience of developing and managing volunteers in a similar role (essential)
- Proven ability to build and sustain effective relationships with a range of stakeholders
- Evidence of success in developing people engagement programmes which deliver effective outcomes
- Evidence of developing and delivering training to groups
- Relevant professional qualification in volunteering (desirable)
- Excellent knowledge of the volunteering landscape
- Evidence of continuing professional development
- Excellent management and organisational skills with the ability to organise and plan work to deliver objectives within scope and on time
- Experience of successfully recruiting, supervising, monitoring and motivating others to achieve desired

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outcomes

- Able to develop action plans to deliver key priorities within specified deadlines
- Able to build and sustain effective relationships with a range of stakeholders
- Good team player with a collaborative approach to work
- Effective communications with colleagues and management and experience of communicating with external audiences
- Experience of delivering presentations to different audiences
- Able to develop and deliver presentations both internally and externally
- Excellent written and verbal communication skills
- Demonstrate a consistent high standard of work and attention to detail
- Punctual and presentable
- Willing to learn
- Calm temperament under pressured conditions
- Full valid driving licence as some travel is required

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.