**JOB DESCRIPTION**

**VOLUNTEER COORDINATOR**

**JOB TITLE:** Volunteer Coordinator

**GRADE:** Band 4 (£19,159 per Annum)

**HOURS:** 30 Hours per Week, Monday to Friday with occasional.

evening and weekend work. Job share would be considered.

**RESPONSIBLE TO:** Chief Executive Officer.

**REPORTS TO:** HR and Administrative Services Manager.

**PROFILE:** To identify volunteering opportunities, recruit, train, support, ensure best practice, retention and recognition of our incredible team of volunteers throughout the Foyle Hospice.

**Please note Foyle Hospice terms and conditions vary from Agenda for Change.**

DUTIES:

* Be the central point of contact for all prospective volunteers, volunteers and staff on volunteering issues.
* Recruit and select volunteers for duties throughout the Hospice including but not limited to the In-Patient Unit, Day Therapy Unit, Fundraising, retail outlets and outside events, ensuring compliance with all relevant legislation and regulations.
* Carry out assessment of volunteers and identify suitability within various categories of volunteering opportunities at Foyle Hospice.
* Deliver a comprehensive induction programme to new volunteers outlining their responsibilities and provide written details of job role.
* Organise and deliver regular training for new and existing volunteers to ensure compliance with statutory and/or company policies and procedures including fire safety, health and safety, moving and handling, infection control etc.
* Work closely with relevant staff across the organisation to identify suitable placements as well as new opportunities for volunteers;
* Facilitate work experience placements for student as appropriate and in consultation with hospice staff.
* Liaise regularly with all departments to keep up to date with requirements for volunteers.
* Work closely with the Fundraising Team to ensure adequate numbers of volunteers are available to assist with fundraising events and activities.
* Facilitate management and supervision of volunteers throughout the organisation where appropriate;
* Devise, develop and review volunteer related information materials including publications
* Carry out Access (NI) checks, obtain references and maintain adequate personnel records for all volunteers.
* Ensure all volunteering literature is up to date and complaint with best practice and legislation.
* Devise and keep up to date all policies and procedures relating to volunteers.
* Oversee volunteer problem solving and complaints.
* Ensure the Volunteer Database Programme “Evide” is up to date and

produce all required reports and statistics from same.

* Carry out all administrative duties in relation to volunteering
* Hold meeting with volunteers as required.
* Organise regular meetings of the Volunteer Forum.
* Organise recognition and “thank you” events and functions for volunteers to show appreciation.
* Organise and/or attend and make presentations at profile-raising and information events to encourage, promote and attract new volunteers;
* Celebrate the importance of volunteer contribution through participation in award schemes.
* Explore the possibility of working in partnership with other agencies to create wider opportunities for volunteering.
* Assist the senior management team in identifying and submitting grant applications for suitable volunteering projects.
* Provide weekly work schedule and meet with HR and Administrative Services Manager on a weekly basis.
* Monitor and evaluate volunteer activities
* Any other duties of an equal nature reasonably required and instructed by the HR and Administrative Services Manager.
* Maintain confidentiality at all times and comply with GDPR (May 2018).
* Adhere to Health and Safety Policies and Procedures.
* Adhere to Hospice Policies and Procedures.
* Attend all mandatory training and other training and courses required for the role.

**ADDITIONAL INFORMATION FOR EMPLOYEES**

**Conduct**

Employees must at all times abide by Foyle Hospice policies and procedures and the terms of their contract of employment. They must conduct themselves with impartiality, integrity, objectivity and honesty and maintain high standards of personal and professional accountability.

**Performance**

Employees are expected to demonstrate commitment to the Hospice by ensuring regular attendance at work and efficient completion of duties.

**Risk Management**

Employees must ensure that they comply with any risk management responsibilities specific to their post.

**Governance**

Foyle Hospice is committed to the development and implementation of systems under governance to ensure continuous improvement in the quality of services provided. Employees will be expected to be pro-active, co-operate and work with these systems.

**Confidentiality**

Ensure good practice and compliance in relation to privacy, confidentiality and GDPR regulatory guidelines as set out by Foyle Hospice. Ensure the maintenance of confidentiality in respect of records and all privileged information relating to the services of Foyle Hospice, its patients, staff and volunteers and particularly of the area for which directly responsible.

Social media policy must be adhered to at all times.

**Equality & Human Rights**

Employees must ensure that equality and human rights issues are addressed within the post holder’s area of responsibility.

**Health and Safety**

Employees should note that under Health & Safety at Work Legislation they are required to take all reasonable steps while at work to ensure their own health and safety and the health and safety of those who may be affected by their acts or omissions at work.

**Smoking, Alcohol & Health**

Foyle Hospice operates policies on smoking, alcohol and health.

**Environmental Cleanliness**

Foyle Hospice promotes a culture of cleanliness and has adopted a partnership and collaborative approach that recognises cleanliness as the responsibility of everyone, cascading throughout every level of the organisation.

**Infection Prevention & Control**

Foyle Hospice operates policies to prevent healthcare associated infections and the post holder is required to comply with all infection prevention policies, guidelines, protocols and procedures.

**Access NI Disclosure** – Foyle Hospice operates in line with the Access NI Code of Practice. Further details can be obtained from [www.accessni.gov.uk](http://www.accessni.gov.uk).

It should be noted that some posts fall within the definition of ‘Regulated Activity’. Further information on Regulated Activity can be obtained on request. Any post falling within the definition of Regulated Activity will be subject to an Access NI Enhanced Disclosure check with Barred list check.

**We are an Equal Opportunity Employer**

*This is a general outline of the Job Description and may be subject to change, according to the needs of the service, in consultation with the existing post holder*

**April 2024.**