

*helpforce*



# RECRUITMENT PACK



## Thank you for taking an interest in joining Helpforce!

We have put this recruitment pack together to give you more information about our organisation and to give you a feel for what it's like to work with us.

The past few years have seen some exciting changes and growth within the charity. Here, we hope to provide you with an overview of how we began; where we are as an organisation; our values and beliefs; and our strategy.

### ABOUT HELPFORCE

Helpforce was set up in 2016 when the charity's founder, Sir Tom Hughes-Hallett - former Chair of Chelsea & Westminster Hospital, realised that the NHS needed help to maximise the impact of volunteering. His vision was to see volunteers enhance the experience of patients and help free-up time for doctors, nurses, and other healthcare professionals so they can focus on delivering high-quality clinical care.

The work of Helpforce has evolved since then, but our key focus has remained: to help solve healthcare's toughest challenges through evidence-led, high-impact volunteering initiatives.

### WHAT WE DO

**“Helpforce partners with healthcare organisations across the UK to increase volunteering opportunities and accelerate their impact”**

**We:**

- Co-create innovative solutions with healthcare organisations
- Help embed programmes and thoroughly evaluate their success to demonstrate effectiveness and return on investment
- Champion healthcare volunteering, influence leaders healthcare figures and policymakers, and make the case for sustained funding
- Connect those leading volunteers to improve programme quality together

### HOW WE DO IT

**We:**

- Collaborate with healthcare providers in hospital and community settings to establish initiatives that have measurable impact, and scale them up
- Capture and share detailed insights & evidence that help 'builds the case'
- Reach diverse audiences through compelling communications, tailored to audience needs
- Engage, steward, involve and inform over 1,000 healthcare volunteering professionals through our growing Helpforce Network

Our Vision and Mission provide us with a clear and strong strategic position, while our Core Values shape Helpforce's culture.

**OUR VISION** is for a nation where volunteering is integral to healthcare at its very best.

**OUR MISSION** is to transform volunteering across healthcare, delivering measurable benefits for patients, professionals and communities

## **OUR VALUES**

We will harness the power of community by:

- Connecting people
- Creating and learning together
- Being inclusive

We will champion volunteering innovation by:

- Driving improvement through evidence
- Pioneering new services
- Being curious about new ways of working

We will have integrity in all we do by:

- Delivering on our promises
- Being open and transparent
- Being a trusted partner



## OUR STRUCTURE

We work in an agile way.

We have a Senior Management Team (SMT) that meet regularly and oversee the day-to-day running of the organization:

- Amerjit Chohan (Helpforce Chief Executive)
- Maeve Hully (Director of Volunteering)
- Sian E Ross (Director of Finance and Operations)

We aim to keep our team's structure simple, flat and flexible - with the aim of empowering colleagues to fulfil their roles and responsibilities, while supporting personal and professional development.

The staff team is supported by a highly-engaged Board of Trustees, led by Jayne Blacklay - Strategic Adviser for the Foundation Group of NHS trusts.

*"It's amazing that every month I attend a meeting with the CEO and directors where they ask for my input into charity's plans and strategic direction. I've never worked in an organisation where each one of us is meaningfully involved in driving the organisation forward.*

***"I feel highly valued and it's great for my confidence and development."***

*(Helpforce staff member)*

## AM I THE RIGHT FIT FOR HELPFORCE?



Do you care passionately about our NHS and healthcare organisations, and how effective they are in providing excellent care and treatment?



Do you want to play a part in creating greater awareness of the vital role that volunteers play across health systems?



Are you a committed, enthusiastic and adaptable person who is determined to make a difference?

## EQUAL OPPORTUNITIES AND DIVERSITY

We encourage applications from all backgrounds, communities and industries. We're committed to having a team with diverse skills, experiences and abilities. We are committed to equality and inclusion within our workforce.

## FLEXIBLE WORKING

Our offices are located in central London; however, we operate an agile working model and most staff work remotely. We hold meetings in our London office every two months and support flexible working across the organisation. Staff are also expected to work closely with partners and stakeholders, including meeting regularly with organisations we collaborate with.

## TEAM CULTURE AND CONNECTIVITY

Our culture is friendly, open and inclusive. We have regular team meetings, via Teams and the occasional in-person social.

We offer a compassionate and supportive working environment, which is solution-focused and hardworking. Our staff work towards KPIs that are identified from our organisational strategy. Colleagues are appraised by their line manager, which is an opportunity to celebrate achievements, solidify learnings and highlight areas of future focus.

We provide platforms and opportunities for team members to recognise and celebrate with one another. We want to make sure that everyone feels valued and that their hard work doesn't go unnoticed. Our approach focuses on continuous improvements, and we encourage open communications and feedback to help us hone our practices.

## SOCIAL RESPONSIBILITY

We have taken steps to ensure that we are conscious of the social, economic and environmental impact of all that we do, and that we actively work towards becoming more sustainable in our practices.

## CAREER DEVELOPMENT

We value continuous improvement and support professional development and promotion from within. We want our people to learn and grow and we offer a range of training and development opportunities.

## ORGANISATIONAL BENEFITS

In addition to a competitive annual salary we offer the following benefits:

- ✓ **ANNUAL LEAVE** – 26 days holiday per year, bank holiday and Christmas/New Year closure
- ✓ **ENHANCED FAMILY LEAVE** – enhanced maternity and adoption pay
- ✓ **LIFE INSURANCE** – a death-in-service benefit for employees.
- ✓ **FLEXIBLE WORKING PRACTICES** – including job shares, part-time, compressed hours and remote working
- ✓ **COMPANY PENSION** – Salary-sacrifice pension scheme with The People's Pension, offering flexible employee contributions and a 5% employer contribution
- ✓ **EMPLOYEE ASSISTANCE PROGRAMME** – Confidential support for everything that life throws at you

## What our staff say about working at Helpforce:

*"I am proud to be part of the Helpforce movement. I consider it more than a regular job and **feel fulfilled** in my role."*

*"We have a collaborative way of working as a team, **respectful, supportive, innovative and impactful.**"*

*"We are achieving **remarkable** results with a small team. We punch above our weight, delivering impact at scale."*



**The Helpforce team!**

For more information, visit our [website](#) and check out our social media channels: [LinkedIn](#), [Instagram](#) and [Bluesky](#)