

Greenwich & Bexley Community Hospice - Job Description

Job Title	Head of Community Development & Volunteering
Hours	Full time – 35 hours per week - flexible working fully supported.
Salary	Band 6 - £41,000 - £48,000
Department	Community Development & Volunteering
Reporting to:	Director of Partnerships
Location	Hybrid working: main base at the Hospice with travel to Hospice sites and civic/community locations; remote hybrid working possible.
Staff management responsibilities	<ul style="list-style-type: none">• Volunteer Development Manager• Community Development & Engagement Manager• Compassionate Neighbours Coordinator
Budgetary responsibilities	Community Development and Volunteering budgets

About Us:

Greenwich & Bexley Community Hospice (GBCH) is a charity dedicated to providing free, high quality, compassionate care and support for adults with terminal illnesses, their families, and their professional carers in the London Boroughs of Royal Greenwich and Bexley. At any one time we are caring for around 750 people and in total we care for around 3,000 people each year in the community; in their homes, care homes, in our hospice beds and hospice-based clinics, in the local prisons and in hospital.

We are a prominent and respected charity at the heart of the local community. We believe that every person facing death should have the best quality of life possible, experience dignity, peace and comfort and be supported to make the choices that are right for them. We have approximately 200 amazing colleagues and 400 fantastic volunteers across our organisation who work together towards this goal.

There is nothing else like working for a hospice. Hospice care is about creating memories with loved ones, support when facing difficult choices and it's about living to the fullest. Your talent and expertise will bring this very special kind of care to families when they need it most and you will see the impact of your work on a daily basis.

In our hospice, each role makes a difference. We aspire to reflect the communities that we serve, and we welcome applications from people of all ages, backgrounds, and experiences. We value diversity and believe our differences enrich the care we provide to local people. Diversity also helps us as colleagues by helping us to see different perspectives, encouraging us to challenge ourselves, learn, innovate, and adapt.

About the Job:

The Hospice was founded by volunteers who were passionate about wanting a hospice to be based in their local community to support the local community in Greenwich and Bexley. You will build upon this story, ensuring that the communities which make up the two boroughs we serve are aware of what we do to support them and that our volunteering programme enables

people to offer their support, however they are able, whilst also enjoying the benefits that volunteering can bring.

This is a hugely exciting time to join the hospice team. We will imminently be launching our bold and confident new brand with a rebuilt website and will have the tools to amplify the contributions our teams make. For the first time, we are working to a dedicated sub-strategy which sets out our vision for how we intend working with our volunteers and local communities to ensure that we build upon the strong community that exists in our corner of South East London.

The Head of Community Development & Volunteering role is a new role to the hospice, reflecting our determination to work in a systematic and creative way with our communities and to enable us to take a more strategic view of volunteering support. The role will build upon successful recent work, such as our Compassionate Neighbours, our Young Ward Volunteers programme and the vast amount of learning from during the pandemic, to ensure we are able to continue to innovate and deliver opportunities in a sustainable way that contributes to the hospice's ongoing success.

About You:

As the Head of Community Development & Volunteering, you will play a pivotal role in advancing our hospice's vision and goals through innovative community engagement and a volunteering programme which is forward-thinking and robust.

Working alongside the Director of Partnerships, the Hospice Senior Leadership Team, Heads of Department and Team Leaders, you'll set strategic directions and ensure these are effectively implemented to our many communities with the care and support we deliver and enhance our volunteer programmes to offer opportunities to be involved with our hospice with all.

This is a new role and you will have the opportunity to shape the way you prioritise and deliver your responsibilities. We are unusual in that we group volunteering together with community development - and you will embrace community-led approaches to volunteering and recruitment.

Key Responsibilities:

- **Strategic Leadership:** Spearhead the execution and refinement of our community development and engagement strategy, aligning with the hospice's vision and operational objectives.
- **Program Development:** Craft and oversee a dynamic volunteering and community development program, ensuring it supports our strategic goals and adapts to external changes.
- **Team Development:** Build and empower the Community Development & Volunteering Team, nurturing a collaborative and productive environment that aligns with our strategic objectives and engagement priorities.
- **Operational Excellence:** Manage the team to achieve excellence in delivery, setting clear KPIs and objectives, providing necessary resources and support, and fostering their professional growth.
- **Financial Stewardship:** Oversee the budget for community development and volunteering, ensuring efficient allocation of resources and evaluation of initiatives.

- **Sector Insight:** Stay abreast of trends in community engagement, volunteering, and the broader hospice sector, leveraging insights to enhance our programs and volunteer base.
- **Community Relations:** Work closely with the Chief Executive, Senior Leadership Team and Hospice Leadership Team to strengthen our engagement with volunteers and community stakeholders, ensuring a strategic and effective presence.
- **Culture Champion:** Foster a vibrant, inclusive work culture that encourages cross-team collaboration and initiative.

Engagement and Equity:

- **Commit to equity,** actively engaging with communities to understand and meet their end-of-life care needs, ensuring our decisions and services are informed and equitable.
- **Expand our involvement in civic life,** building informal networks to increase awareness and understanding of the hospice's role

Volunteering:

- **Advocate for the value of volunteering,** ensuring a safe, supportive environment that recognizes volunteers' contributions to the hospice.
- **Design and lead our Widening Participation Programme** to support volunteers seeking employment and collaborate with departments to meet their volunteer needs effectively.
- **Establish and maintain systems** to enhance volunteer recruitment, training, and retention, prioritising their wellbeing and safety.
- **Ensure that our volunteers are connected** to the hospice community and are able to be advocates for the support we provide.

Compassionate Neighbours:

- **Embrace and promote the importance of community support** for those nearing the end of life, aiming to alleviate loneliness and engage volunteers from diverse backgrounds.
- **Innovate in recruiting Compassionate Neighbours** and ensure those in need are matched with supportive volunteers, sharing stories and insights to broaden the program's impact.

Join us in this rewarding role, where your leadership will directly impact the lives of many, fostering a compassionate community and a supportive volunteer network.

- **Design and implement creative and innovative ways of ensuring that the programme reaches all people who might benefit from involvement,** by ensuring that we are building awareness with community leaders, as well as statutory partners within the Integrated Care Board and Local Authorities.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent; alternatively have proven work experience with transferrable skills. 	<ul style="list-style-type: none"> • Educated to degree level or equivalent in a field related to the role, e.g. Social Sciences, Community Development, Business Administration, etc;

		<p>alternatively have proven work experience in a field related to the role with transferrable skills.</p> <ul style="list-style-type: none"> • Educated to a masters level or equivalent; alternatively have proven work experience with transferrable skills.
Knowledge & Experience	<ul style="list-style-type: none"> • Proven experience in strategic planning and implementation within community development and/or volunteer management or the voluntary sector. • Demonstrable experience in leading and managing teams to achieve organizational objectives. • Solid background in budget management, planning, and evaluation of community programs. • Experience in stakeholder engagement and partnership development across a variety of sectors. • Familiarity with the voluntary or third sector. 	<ul style="list-style-type: none"> • Experience in implementing equity and inclusion programs. • Knowledge of current trends and best practices in volunteering, community engagement, and the third sector. • Experience in developing and implementing training programs for staff and volunteers. • Familiarity with the hospice environment or the broader health and social care sector. • Experience of change management. • Experience of implementing new databases and systems. • Experience of investigating complaints and incidents, ensuring a learning culture and making the most of opportunities to improve programme delivery.
Skills & Abilities	<ul style="list-style-type: none"> • Commitment to the Hospice's values and to improving awareness and access 	<ul style="list-style-type: none"> • Ability to foster a culture of innovation, collaboration, and continuous improvement.

	<p>to end of life care and support.</p> <ul style="list-style-type: none"> • Commitment to equity, diversity and inclusion and an understanding of how this applies to own area of work. • Exceptional leadership and team-building skills, with the ability to inspire, motivate, and develop a diverse team. • Strong strategic thinking and planning skills, with the ability to translate vision into actionable plans. • Excellent communication and interpersonal skills, capable of effectively engaging with a wide range of stakeholders, including volunteers, community leaders, and senior management. • Sophisticated communication style, with ability to adapt to a range of audiences without compromising the impact of the message. • Proficiency in financial and resource management, with the ability to oversee budgets and allocate resources efficiently. • Strong problem-solving skills, with the capacity to adapt to changing environments and challenges. 	<ul style="list-style-type: none"> • Skills in data analysis and use of data to inform decision-making and measure impact. • Experience with digital tools and platforms for community engagement and volunteer management.
General	<ul style="list-style-type: none"> • Ability to work occasionally outside of standard office 	

	hours, including evenings and weekends.	
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What we offer:

We know that it is our people who make us who we are. We will value you and the contribution you make.

- Tailored induction process
- Excellent training and development opportunities with a track record of career progression in the hospice for many staff
- Family friendly policies and opportunities for flexible working
- Generous holiday entitlement
- Company Pension scheme including access to the NHS Pension Scheme for those already enrolled
- Health and wellbeing opportunities, designed by our staff-led health and wellbeing group
- Discounts in our charity shops
- Staff awards programme and long service recognition
- Access to occupational health and employee assistance programme
- Access to Blue Light Discount Card scheme

We are inclusive:

We believe that equality of opportunity and freedom from discrimination is a fundamental right for everyone, and that diversity within our organisation and our community is a strength to be valued, promoted and developed.

Being a part of and supporting such a diverse community, it is vital that our staff team represents the community in which we work. We welcome applications from people from all walks of life and backgrounds irrespective of people's age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexual orientation, or other personal circumstances.

We understand that people perform better when they can be themselves and that by creating an environment that includes everyone, our staff will perform to their full potential.

We do not discriminate against employees or job applicants and select the best person for each job based on relevant skills and experience.