

RAINBOWS HOSPICE FOR CHILDREN AND YOUNG PEOPLE

JOB DESCRIPTION

Job Title: Volunteer Coordinator

Salary Band: H

Responsible to: Head of Volunteering

Accountable to: Director of People

Hours: 37.5 hours per week between Monday and Friday with the occasional evenings/weekends for Rainbows events.

Job Summary

The Volunteer Coordinator is responsible for coordinating volunteer recruitment and selection, using innovative opportunities to engage with others and encourage participation. The postholder will be involved in all elements of the volunteer journey, including recruitment, selection, training, stewardship, recognition and exit; whilst maintaining accurate records within the volunteer management system.

The Volunteer Coordinator will also support the management of volunteers, helping to resolve day-to-day issues encountered by volunteers, and build and maintain engaging relationships with volunteers, ensuring they have a positive and meaningful experience with Rainbows.

Working with a range of teams across the organisation, the Volunteer Coordinator provides expert support and guidance to staff on the effective stewardship, engagement and management of volunteers. They will also work with colleagues to identify and develop opportunities for volunteer involvement, matching volunteers to need.

This role requires high levels of emotional intelligence, creativity, drive and initiative, and a positive attitude to working with a variety of people at all levels. This role may involve occasional evening and weekend working, with some travel across the region. This post is subject to a successful DBS check.

Recruitment, Selection and Induction of Volunteers

- To be the first point of contact for volunteering enquiries and applications.
- Take ownership and responsibility for the coordination of all relevant application, interview, selection and training processes for volunteers; including the processing of DBS checks and associated administration.
- Coordinate the promotion and advertisement of volunteering opportunities, including targeted recruitment campaigns.
- Conduct volunteer interviews, either face-to-face or over the telephone.
- Ensure excellent service is delivered in a timely manner and that processes are efficient and robust.

- Plan and deliver engaging training and development opportunities for volunteers to support them in undertaking their role.
- Represent Rainbows to a range of external audiences, building and maintaining effective relationships to raise awareness of volunteering opportunities and support the recruitment of volunteers.
- Attend relevant internal and external events to recruit volunteers and promote the work of Rainbows within local communities.
- Work with other teams within Rainbows to identify, develop and promote new opportunities for volunteer involvement.

Volunteer Support and Supervision

- To be the central point of contact for all volunteers within Rainbows.
- Maintain regular communication with volunteers, providing guidance, support and direction.
- Respond to any day-to-day queries from volunteers, helping to resolve issues encountered by volunteers when undertaking their role and escalating any issues to the Head of Volunteering as appropriate.
- Provide support and supervision for volunteers, through a range of face-to-face, telephone, digital or group activities.
- Provide efficient administrative support to ensure the effective running of all stages of the volunteer journey and lifecycle.
- Promote the active engagement of volunteers, encouraging a two-way dialogue between volunteers and Rainbows.
- Support the recognition of the impact volunteers have and value the contributions they make to Rainbows.
- Ensure effective communication, engagement and recognition of Rainbows volunteers through social media, newsletters, events and other innovative opportunities.

Team Working and Collaboration

- Provide proactive support and guidance to staff on volunteering best practice and the effective management, stewardship, and engagement.
- Act as a source of knowledge on volunteering related matters, providing timely advice in line with policies and procedures.
- Support the Head of Volunteering to design and deliver training to staff on the effective management, support and engagement of volunteers.
- Work with colleagues across the organisation to support the rollout of initiatives for volunteer recruitment, retention and engagement as necessary.

Operational

- Maintain accurate volunteer records on our data management systems, ensuring that volunteer information is kept up to date and data is stored and processed in

accordance with the General Data Protection Regulations (GDPR), Code of Fundraising Practice and Care Quality Commission (CQC) requirements.

- Provide volunteer KPI information as required.
- Support the Head of Volunteering in developing and delivering the Rainbows Volunteering Strategy.
- Build and maintain relationships with organisations within the local community to promote the work of Rainbows.

Training and Development

- To attend staff development programmes, training courses, and conferences as deemed necessary.
- To attend compulsory staff meetings.
- To take responsibility for attendance at mandatory training sessions.

Data Compliance and Confidentiality

- In line with national legislation, and Rainbows policies, must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.
- To comply with all Rainbows policies and procedures on Data Protection, Confidentiality, and Information Security.

Behaviours and Values

- To promote, uphold and demonstrate the Rainbows values.
- To work actively and positively as part of the wider hospice team, demonstrating a desire and ability to build relationships with colleagues across all teams.
- To be able to manage time and projects effectively and efficiently and respond to shifting priorities and workloads with ease.
- To be proactive in seeking out support and finding new ways to encourage supporters to participate in our activities.
- To act always in a professional manner, respecting the needs of colleagues and co-workers, working collaboratively to ensure a harmonious work environment, and following our code of conduct at all times.
- Rainbows recognises the valuable contribution that volunteers make across the whole organisation, and we expect all employees to be able to support and work effectively with those who choose to volunteer with us.

Our Values:

- One Team – Working together with fairness and respect.
- People Centred – Championing inclusivity, compassion, and clarity.
- Aim High – Adapting, learning, and sharing our expertise.
- Own It – Focused, committed, and accountable.

Safeguarding Children and Vulnerable Adults

- To comply with Hospice and Leicester City LSCB Policy, Procedures and Practice
- To follow hospice policy regarding the management of safeguarding concerns.
- To access mandatory safeguarding training and demonstrate competence at the required level.

Equality, Diversity and Rights

Rainbows Hospice for Children and Young People is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or belief, age, or sexual orientation. Our objective is to deliver high quality services that are accessible, responsive, and appropriate to meet the diverse needs of different groups and individuals. As such, we will continue to take action to ensure that staff and volunteers employed by Rainbows Hospice are culturally aware and treat every person with dignity, respect, and fairness, in a way that is sensitively responsive to differences and similarities. Unlawful discrimination and other forms of exclusion have no place within Rainbows Hospice.

Responsibilities:

- Support and uphold the equality, diversity, and rights of all individuals, including children, young people, their families, staff, and volunteers.
- Actively promote the consultation and involvement of children, young people, and families in decision-making processes.
- Adhere to and work in alignment with the Hospice's Equality and Diversity Policy.

Health and Safety

- To carry out duties placed on employees by the Health and Safety at Work Act 1974.
- To comply with Health and Safety Policy.
- To take reasonable care for the Health and Safety of themselves and others who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- To not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, or welfare in the pursuance of any of the relevant statutory provisions.
- To be aware of and adhere to current policies regarding infection control at all times.

General

- To maintain a high standard of personal hygiene and presentation.
- To act at all times in a professional manner, respecting the needs of colleagues and co-operating to maintain a harmonious working environment.
- Undertake any additional duties as may be reasonably required by your Line Manager.

This job description is subject to amendment and may be changed from time to time.

Enquiries:

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