

JOB DESCRIPTION

Overview of Role	
Job title	Volunteer Services Coordinator
Reports to	Volunteer Services Manager
Hours	37.5 hours per week or part time by negotiation. It is expected that work will sometimes be required outside normal working hours. However time off in lieu is offered in accordance with the policies and procedures around working additional hours.
Contract	Permanent
Location	Leeds Hospitals Charity offices with flexibility to work from home.
Holiday	27 days per year plus bank holidays (for a full-time member of staff, pro-rata for part time staff)
Leeds Hospitals Charity	
<p>Leeds Hospitals Charity is proud to support Leeds Teaching Hospitals NHS Trust. The Trust comprises seven hospitals and a dental institute, including Leeds General Infirmary, St James's University Hospital, Leeds Children's Hospital and Leeds Cancer Centre. At Leeds Hospitals Charity, we work with NHS staff to improve the experience of patients and families. We are passionate about healthcare and about making our hospitals amazing.</p>	
About the role	
<p>This role works with the Volunteer Services Manager and is responsible for the recruitment and onboarding of Leeds Hospitals Charity volunteers. This includes supporting volunteers at each stage of their recruitment, training and induction journey, whilst also being responsible for advertising new volunteering roles and establishing and developing new partnerships with other voluntary organisations that can support our recruitment aims.</p> <p>This role will ensure that volunteers are supported into their roles across Leeds Teaching Hospitals (LTHT), our retail function, and other areas including fundraising events. This role will also support the aim to ensure that volunteers feel connected to the wider charity, and have the opportunity to develop in their roles.</p> <p>Working with the Volunteer Services Manager this role will support the growth and development of volunteering within the Charity in line with our five-year Volunteer Strategy.</p>	
Key Job specifics and responsibilities	
<p>Volunteer recruitment:</p> <ul style="list-style-type: none"> • Coordinate the recruiting and onboarding processes for new volunteers, providing personalised support to volunteers at each stage of the process. • Ensure that the volunteer recruitment journey is an excellent experience for new volunteers. 	

- Coordinate the interview and training process for new volunteers, assessing their suitability for the role they have applied for and signposting elsewhere if needed.
- Ensure new volunteer roles are advertised and promoted across Leeds via agreed channels.
- Provide 121 support for volunteers where there is a support need, adapting the recruitment and training process as required.
- Support the Volunteer Services Manager in maintaining partnerships with key stakeholders that support Leeds Hospitals Charity's volunteering programme, including LTHT and Voluntary Action Leeds.
- Maintain accurate volunteer records on the Charity's database, ensuring that volunteer records and data are up to date and compliant.
- Support the development of new volunteering opportunities within the hospital and community which will benefit patients, staff and the Charity.
- Work with the Volunteer Services Manager to maintain, develop and continually improve systems and processes for recruiting and retaining volunteers.
- Order supplies of volunteer t-shirts and lanyards, and other items as required.

Volunteer Management and Retention:

- Support staff with their volunteer management responsibilities, ensuring they have the tools to manage their volunteers safely and effectively.
- Support volunteers with issues and concerns that they may have relating to their volunteering.
- Coordinate the annual reward and recognition calendar for volunteers, including opportunities for volunteers to meet each other and receive ongoing learning and development opportunities.
- Create and distribute the monthly e-communication with volunteers, and coordinate content for the website / publicity / social media.

Other:

- Support the Volunteer Services Manager with the development and implementation of the five-year Volunteer Strategy.
- Ensure all elements of volunteer recruitment adhere to the Charity's recruitment policies and procedures.
- Ensure that equality policies and practices are fully integrated into all aspects of the work.
- Work with the Volunteer Services Manager to ensure that volunteering at Leeds Hospitals Charity is properly monitored and evaluated, with volunteer impact recorded and shared with all key stakeholders.
- Prioritise and organise day to day objectives and areas of responsibility.
- Work unsupervised and take independent action as required.

Other

Confidentiality and Data Protection Act

All employees of the Charity must not, without prior permission, disclose any information regarding patients or staff. In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Health & Safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and policies on health and safety

Service Excellence

All staff are required to support the Charity's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

Equality Diversity & Inclusion

No job applicant or employee is discriminated against either directly or indirectly. The Charity commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and provides of its services are treated according to their needs

Disclosure & Barring Service

If you are offered a position, you may be required to undertake a DBS. The Trust will administer the DBS check on your behalf and will recover the cost (Enhanced £48 or Standard £30) from your salary over a 3-month period. You will also be required to participate in the DBS Update Service and pay the £13 cost per year. This is a condition of your employment.

Review of Job Description

This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager and amended in the light of the changing needs of the organisation, in which case it will be reviewed in conjunction with the post holder.

Terms & Conditions

As this post is based on NHS hospital premises, this post is exempt from the Rehabilitation of Offenders Act 1974, meaning that any criminal conviction must be made known at the time of application and interview. The NHS Employment Checks Standard will apply to all applicants.

Charity Activity

Charitable Activities 20% Raising Funds 80%

PERSON SPECIFICATION

	Criteria	Measured by
	Knowledge & Experience	

Essential	<ul style="list-style-type: none"> • Experience of working within a recruitment / HR / skills-matching environment – voluntary experience included. • A good knowledge and understanding of volunteering and volunteer management best practice. • Experience of engaging a range of diverse communities, with the knowledge and skills to overcome barriers. • Experience of using IT packages and database management systems. 	CV/Application form & Interview
Skills and Attributes		
Essential	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, with the ability to liaise with a range of stakeholders, audiences and partners. • Ability to apply common sense and make decisions independently. • Excellent time management, planning and prioritisation. • Effective interviewing skills. • Awareness of issues when working with people who have additional needs – e.g. communication needs, disabilities. • Ability to work as part of a team to achieve common goals whilst being accountable for own work. • Ability to deal with challenging situations and handle challenging conversations. • Flexible and helpful attitude adaptable to changing priorities. 	CV/Application form & Interview
Other		
Essential	<ul style="list-style-type: none"> • Demonstrable evidence of personal values being compatible with and aligned with Leeds Hospitals Charity values. • Some evenings and weekend working required for events – with advance notice. • Ability to travel across sites in Leeds to support volunteer programmes. 	CV/Application form/Certificates