

South Bucks Hospice – Job Description

Job Title	Volunteer Coordinator
Hours of work:	37.5 hours per week, part-time considered.
Work days:	Monday to Friday with occasional evening and weekend work
Work Location:	Butterfly House
Reporting to:	CEO
Date of issue:	January 2024

Job Purpose

To support the work of South Bucks Hospice through leading on the development of volunteering.

Key Responsibilities

The main responsibilities are:

1) Recruiting Volunteers and Promoting Volunteering

- To be the first point of contact for volunteering.
- To represent the hospice, making presentations to local groups and organisations with a view to recruiting new volunteers and raising awareness of South Bucks Hospice in the community.
- To proactively promote volunteering both internally and within the community.
- To develop new and existing relationships with local businesses, groups, universities, and schools with a view to recruiting and developing volunteers.
- To work with the probationary service in the placement of volunteers.
- Organising volunteer recruitment events, both at the hospice and externally.
- To lead on volunteer recruitment including:
 - Providing support to draft volunteer role profiles, flagging applicants, promoting, and managing them on recruitment sites and / or social media with HR.
 - Being the main point of contact for prospective volunteers and any other volunteer enquiries.
 - Carrying out initial screening to ensure suitability.
 - Ensuring the process is compliant with legislation and best practice.
 - Seeking references, and.
 - Carrying out DBS checks.
- Championing volunteering internally and actively seeking opportunities for volunteers to contribute in new ways.

2) Volunteer Recognition and Communication

- Organising volunteer recognition and thank you events.
- To form, nurture and maintain excellent relationships with volunteers to develop their contribution to the hospice.
- To develop and implement a volunteer communications plan, including:
 - Frequent news updates and newsletters.
 - Sourcing volunteer case studies.
 - Maintaining and improving online volunteering content, sharing volunteer success stories to raise the profile of volunteering and the hospice or for external recognition e.g. Volunteers Week and awards.
 - Ensuring that all volunteering promotional literature is up to date.

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- Co-ordinating volunteer surveys and evaluation

3) Training and Support

- To support the new starter process, including:
 - Overseeing new volunteer inductions.
 - Ensuring that appropriate training and support is given.
 - Ensuring volunteers are issued with appropriate work wear and PPE.
- Overseeing the development of volunteers and ensuring the training records are up to date and compliant with South Bucks Hospice's requirements.
- Delivery of volunteer management training and support to colleagues on effective working with volunteers
- To liaise regularly with other departments to keep up to date with activities which may require volunteer support.
- To work closely with the Fundraising team to develop new ideas, supporting fundraising events and activity, including ensuring fundraising events are adequately resourced.
- Overseeing volunteer problem solving and complaints.
- Supporting the work of colleagues across the organisation including supporting strategic goals and other cross team objectives as required.
- To work with the probationary service in the management of probationary volunteers.

4) Record Keeping, Reporting and Compliance

- Ensuring that all recruitment processes are compliant with best practice and legislation.
- Ensuring all volunteer records are up to date and accurate, both electronically and in paper form, and held effectively in the CRM database.
- Reviewing and maintaining volunteer policies, procedures, and guidance.
- Setting and meeting volunteer recruitment targets.
- Leading on volunteer evaluation and reporting, including reporting on Key Performance Indicators.
- To observe and comply with all South Buck Hospice policies, including the key policies and procedures on Confidentiality, Data Protection, Health and Safety, Safeguarding and IT Policies and Procedures.
- Keeping up to date with best practice in volunteering and ensure compliance with latest legislation.

Behavioural Values

- Appreciates the impact that decisions and actions have on the Charity.
- Ability to ensure that objectives or tasks are delivered on time and to an agreed quality.
- Crucial operational role that delivers a high-quality service.
- Pro-active and responsive to requirements of volunteers, supporters and colleagues, a team player.
- Fully understands internal and external customer expectations and requirements and works to ensure these are exceeded.
- Works co-operatively and productively with others, to achieve results.
- Takes the initiative to work across boundaries to resolve challenges.
- Demonstrates commitment and loyalty to South Bucks Hospice.
- Self-motivated individual with strong customer focus.
- Able to choose an appropriate method of communication i.e. listening, verbal or written skills, that are appropriate and effective for a given situation.
- Uses original and creative thinking to make improvements or support the initiation of new approaches.
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice.
- Does the right thing for the long-term success of South Bucks Hospice.

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Personal Attributes

- Experience of developing and managing volunteers in a similar role (essential).
- Proven ability to build and sustain effective relationships with a range of stakeholders.
- Evidence of success in developing people engagement programmes which deliver effective outcomes.
- Evidence of developing and delivering training to groups.
- Relevant professional qualification in volunteering (desirable).
- Excellent knowledge of the volunteering landscape.
- Evidence of continuing professional development.
- Excellent management and organisational skills with the ability to organise and plan work to deliver objectives within scope and on time.
- Experience of successfully recruiting, supervising, monitoring and motivating others to achieve desired outcomes.
- Able to develop action plans to deliver key priorities within specified deadlines.
- Able to build and sustain effective relationships with a range of stakeholders.
- Good team player with a collaborative approach to work.
- Effective communications with colleagues and management and experience of communicating with external audiences.
- Experience of delivering presentations to different audiences.
- Able to develop and deliver presentations both internally and externally.
- Excellent written and verbal communication skills.
- Demonstrate a consistent high standard of work and attention to detail.
- Punctual and presentable.
- Willing to learn.
- Calm temperament under pressured conditions.
- Full valid driving licence as some travel is required.

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

Signed by Job Holder

Date

Name of Line Manager

Signed by Line Manager

Date
