



KILBRYDE HOSPICE JOB DESCRIPTION

Job Title	Volunteer Development Officer
Band	Band 5 AFC (£23,023 - £29,608)
Department	Organisation wide
Reports to	Clinical Services Manager

Kilbryde Hospice provides specialist palliative care services to the people of South Lanarkshire. It is a specialist resource for those individuals receiving palliative care who have particularly complex needs. The Hospice strives to meet the physical, emotional, social and spiritual needs of patients and carers, offering support in coping with the practical implications of life-limiting illnesses. Staff are required to provide the highest standard of patient-centred care possible, while promoting choice, dignity, self-esteem and an enhanced quality of life. The Hospice is a Company Limited by guarantee, and a registered charity, and is required by separate and differing legislation to meet finance, governance and regulatory requirements.

JOB PURPOSE:

To be responsible for the development of volunteer services in all Kilbryde Hospice departments and services including retail based on national guidelines and, regulatory standards. Provide a comprehensive and volunteering advisory service both within Kilbryde Hospice (in line with the development and implementation of the hospices Volunteer Strategy) and locally within Lanarkshire. Develop volunteering as an integral part of the Kilbryde workforce ensuring sustainability of service with scope to increase in the future. To manage the recruitment, selection, training, organisational indication and ongoing support of all hospice volunteers and contribute to the development of the Kilbryde Hospice education programme.

KEY ACCOUNTABILITIES

You will lead on the development of the Volunteer Services including the recruitment induction and the management of volunteers.

Your key responsibilities will be:

- Support services and functions to develop volunteering roles; be creative in how to attract volunteers; undertake recruitment and induction; train and guide volunteers in alignment with the needs of services, functions and the communities in which they work.
- Support departmental leads in the education and training of staff to effectively manage volunteers on a day to day basis

- Affiliate the hospice with and promote adherence to the Saltire Awards to engage with and acknowledge young volunteers and other volunteer specific quality accreditation marks e.g. Volunteer Friendly, Macmillan Quality Volunteer Standards
- Promote a proactive, positive and engaging approach to volunteering, encouraging innovation and best practice volunteer management and stewardship.
- Contribute to the development and implementation of volunteer policy updates and best practice adhering to Volunteers quality standards.
- Maintain accurate personnel records for volunteers in line with current data protection legislation and confidentiality requirements.
- Monitor activities and impact alongside the Clinical Services Manager to produce annual reports for the Management Team and Board of Directors
- Work flexibly to the demands of the volunteer service
- To plan and organise volunteer services team
- To provide leadership and direction for all volunteers, providing support and exchanging feedback.
- To maintain professional development through attending both in-house and external training courses, seminars and conferences. In doing so, to continuously develop knowledge, skills and competence to carry out the duties of this role.

Development of Volunteer Strategy and Policy

- To work with the Senior Management Team to develop policies, procedures and standards for volunteer involvement across the hospice.
- To develop the Volunteer Strategy, identifying volunteering opportunities within each service area.
- To ensure an up to date knowledge base is shared throughout the Volunteer Services Team regarding changes in legislation and best practice.
- The post holder will be asked to attend Board and Management Team meetings
- To audit and develop quality standards and evaluate the effectiveness of the services provided by volunteers to the organisation in partnership with the Management Team
- To produce statistical reports relating to volunteers as required by Management Team

Collaboration and Partners

- To plan, manage and evaluate volunteer projects both internally and as a wider collaborative and provide liaison between staff, partners and other external organisations as appropriate.
- To liaise with schools, colleges and local businesses who provide students or employees to support young person and corporate volunteering.

- To develop and maintain partnership working with other hospices and similar organisations.
- To participate in developing training for volunteers in partnership with internal and external partners when appropriate.
- To work with Fundraising to identifying and secure funding for volunteer services development.

GENERAL RESPONSIBILITIES OF ALL EMPLOYEES

- Awareness of, and commitment to the Mission of Kilbryde Hospice
- Have a good understanding and comply with relevant Kilbryde Hospice Policies and Procedures at all times.
- Kilbryde Hospice is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and work effectively with volunteers.
- All staff are required to comply with the obligation of confidentiality relating to personal information that could identify individuals. Current data protection legislation safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Kilbryde Hospice to uphold the principles of the Act.
- All employees of Kilbryde Hospice must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action
- The post holder is required to familiarise him/herself with and comply with the Kilbryde Hospice Health & Safety policies
- The post holder must at all times carry out duties and responsibilities with regard to the Kilbryde Hospice Code of Conduct
- Kilbryde Hospice operates a strict non-smoking policy in the hospice or Hairmyres hospital grounds
- The post-holder must at all times carry out his/her responsibilities in line with Kilbryde Hospice Dignity at Work and Equal Opportunities Policy

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the post holder.

KNOWLEDGE, TECHNICAL SKILLS, QUALIFICATIONS, EXPERIENCE

Essential

- Minimum qualification: To be educated to degree level (or equivalent).
- Experience of managing volunteers, including a broad knowledge of volunteer management good practice and its practical application
- Experience of working in a volunteer service setting, offering expertise and advising managers, staff and volunteers on the full range of volunteering issues.
- An understanding of the challenges of working with a large volunteer workforce
- Experience of working without direct supervision
- Strong computer skills, particularly experience working with computer packages including MS Office, internet, and E-tapestry or equivalent databases
- Ability to work within policies and procedures, and to see where these may need changing
- Ability to work to and manage tight deadlines
- Good people management skills
- Well-developed communication skills, excellent relationship building and interpersonal skills
- Volunteer Management including mentoring / befriending / fundraising approaches within the hospice / care sector or a community environment and motivated to make a change.
- Experience of project development, management and implementation

Skills

- Excellent interpersonal, organisational, communication and negotiating skills
- Excellent people management skills and ability to motivate and enthuse teams
- Ability to communicate effectively in writing, using appropriate tone and use of language, and with a range of audiences
- Excellent negotiation skills
- Strategic thinker
- Ability to manage a portfolio of activities and individuals
- Excellent time management skills
- Target oriented