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| **Job Details**  Job Title: Volunteering Services Lead  Reports to: People & Development Manager / Workforce Lead. |

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| **Job Purpose**  The post holder will coordinate the recruitment, training and support of a volunteer workforce which has the appropriate knowledge, skills and experience to meet the demands of the East Cheshire Hospice and its community. |

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| **Duties**  Key responsibilities include:   * Actively promote the role and value of volunteering both internally and externally. * Ensure that the volunteer experience is both rewarding and positive for all staff, volunteers, and volunteer managers * Coordinate the promotion of volunteer opportunities, the subsequent recruitment process, and the provision of induction/training. * Ensure the completion of necessary recruitment checks, including DBS and references. * Ensure the accurate processing of volunteer data, in line with regulatory requirements including GDPR. * Produce written communications including newsletters, promotional leaflets, policy and guidance. * Take responsibility for celebrating the successes of volunteering, both within the Hospice and across the East Cheshire community, including the coordination of ‘thank you’ events and long service awards. * Actively support the staffing of Reception, producing rotas and providing cover when necessary. * Assist and collate statistical information as required. * Take responsibility for adhoc projects as required. * Continuously seek to maintain and improve own level of skills and undertake learning and development as appropriate. * Ensure that confidentiality is maintained at all times. * Undertake other duties as may be required and which are commensurate with the post and grade of the role.   **Control of Infection**  Prevention and management of infection is the responsibility of all members of staff and volunteers working at East Cheshire Hospice and forms an integral element of patient safety programmes. Where control of infection regimes are in force they are to be complied with at all times and staff are reminded of the importance of maintaining a high standard of personal and environmental hygiene and to follow local protocols. | | |
| **Person Specification** | Essential | Desirable |
| Qualifications | A willingness to undertake training & development activities | Recognised qualification in volunteering, administration, or other relevant qualification. |
| Experience and Knowledge | Previous administrative experience | Previous experience working with volunteers |
| Skills | Excellent interpersonal skills – demonstrating warmth, understanding and efficiency    Excellent communication skills, with the ability to relate to people at all levels  Advanced IT skills including Word, PowerPoint Excel, E-mail and internet.  Thorough attention to detail, accuracy and presentation of information, especially when working to deadlines.  Good organisational skills and the ability to manage a variety of tasks  The ability to deal with information in a confidential manner and respond with sensitivity |  |
| Attributes | Will act as an Ambassador for the Hospice at all times. |  |
| Additional Requirements | Flexibility to work outside core hours if/when necessary. |  |

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| **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.    **Safeguarding Statement**  At East Cheshire Hospice we are committed to creating and maintaining a safe and secure environment for all individuals. Safeguarding is a top priority for us, and we expect every staff member to share this responsibility and be aware of their role in protecting vulnerable individuals.    All employees must adhere to our safeguarding policies and procedures, which are designed to prevent harm, abuse, or neglect to individuals within our care and those who work for the organisation. We expect our staff to be vigilant, take immediate action when concerns arise, and report any safeguarding issues promptly to the designated Safeguarding lead.    **Commitment to Sustainability**  East Cheshire Hospice are committed to act responsibly, consider the wider implications of our actions, and strive to better our practices to minimise waste, energy and our carbon footprint whilst achieving the charity's service objectives and ensuring patient care is not adversely impacted. |