



Volunteer Coordinator RECRUITMENT PACK



Volunteer Coordinator

PART TIME 22.5 hours per week
£13,984 per annum

Thank you for your interest in the post of Volunteer Coordinator at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this inspiring and exciting role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community.

It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. It costs over £4.4 million to run Pendleside of which over £3.5 million is raised through voluntary donations.

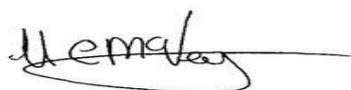
This new role is an exciting opportunity to enhance and grow volunteering at Pendleside. With already an army of over 600 volunteers working across all areas of the Hospice including clinical services, catering, maintenance, gardening, reception, retail and fundraising, the role will be to engage and support the development of volunteering across the Hospice, ensuring all volunteers are engaged with the mission, vision and values of the organisation.

Although there is no direct line management of volunteers, the role will be to ensure the promotion of volunteering across all areas of our community, the induction, training, mentoring, coordination and support of all volunteers across the Hospice. Ensuring effective communication exists for volunteers to feel valued and supported.

The ideal candidate will have excellent people skills, be a good communicator with a "can do" attitude. Most importantly, we are seeking someone who genuinely shares the vision and values of Pendleside Hospice and who will really thrive in this role.

This appointment is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you. Therefore, if you wish to know more, we warmly welcome you to have an informal discussion before applying for the position. You arrange this by emailing helen.mcvey@pendleside.org.uk or phoning 01282 440104.

Thank you,



Helen McVey.
Chief Executive.

ABOUT US

OUR MISSION:

Pendleside exists to provide palliative and end of life service provision for those living with a life limiting illness and those important to them, living within our local community.

PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with life limiting illnesses and those important to them; by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services, in collaboration with other local care providers.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

OUR AIMS:

Pendleside strives to achieve three main aims: -

- **Charitable**

To provide Hospice services to as many local people with life limiting illnesses as possible, according to their needs, within operational and financial constraints.

We aim to provide care free of charge to those we serve. However, as a charitable organisation, we rely heavily on public contributions to maintain our services and any donations are gratefully received.

- **Professional**

To deliver the services, safely, ethically and legally, in accordance with our philosophy of care

- **Personal:**

To commit unreservedly (individually and collectively) to the above charitable and professional objectives

OUR VALUES:

Our values underpin everything that we do:

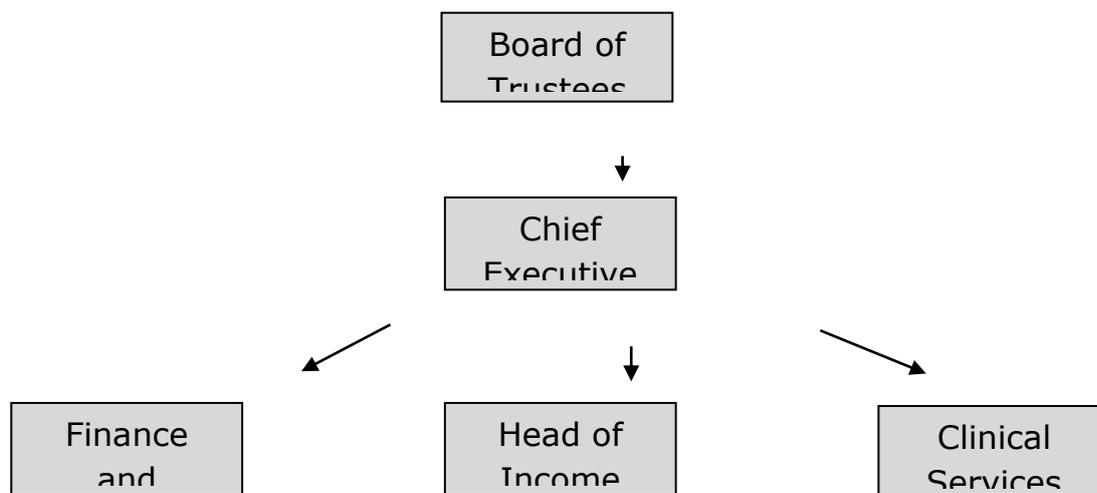
- **Care**
We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect
- **Compassion**
We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services
- **Support**
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has three other members with specific responsibilities.



Pendleside currently has over 130 employees across the organisation. In addition, several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

OUR SERVICES:

Pendleside cares for over 1500 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, wellbeing and rehabilitation service including outpatients
- Family support
- Spiritual Care
- Complementary therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

JOB DESCRIPTION

JOB TITLE: Volunteer Coordinator

REPORTS TO: Chief Executive

MAIN RESPONSIBILITIES:

- As part of the operational management team, support the volunteer service across the Hospice
- Ensure engagement of volunteers with the mission, vision and values of the Hospice
- The development of volunteering across the Hospice, including the recruitment, support and mentorship of volunteers

CORE TASKS

Volunteering

- Lead Pendleside's volunteer service, incorporating all aspects of the service including clinical care, fundraising, lottery and retail
- Ensure the development, implementation and regularly review of the volunteer policy
- Working in collaboration with departmental managers and the Payroll and HR Administrator recruit, support and develop volunteer roles across the Hospice
- Be the lead point of contact for volunteer enquiries across the Hospice
- Provide mentorship and support for volunteers
- Working in collaboration with the Head of Education ensure volunteers have the relevant induction and training to fulfil their volunteer role
- Ensure effective communication with volunteers including regular volunteer engagement through meetings, newsletters, social events
- Support departmental managers with the coordination of volunteer cover
- Ensure an accurate data base of registered volunteers is maintained across all departments in conjunction with the Payroll and HR Administrator
- Support the delivery of reporting and data capture to understand areas for volunteer growth and development
- Ensure volunteering at the Hospice is fully inclusive, embraces all diversity and is representative of the community in which the Hospice serves
- Develop a volunteer youth scheme to promote and enhance career opportunities for young people

Leadership

- Act as a positive role model to the Hospice volunteer team and wider community
- Ensure all volunteers undertake mandatory training
- Work with the Trustees, Chief executive and Management colleagues to ensure the Professional and efficient operation of the Hospice
- To ensure continuous self-development, ensuring that you have the required skills and competence to undertake the job role

- Attend relevant meetings acting as an advocate for the Hospice and volunteering both internal and external to the organisation
- Network and foster good relationships with colleagues both internal and external to the organisation
- Develop, implement and regularly review a volunteer plan for volunteer growth and development
- Act as an ambassador for the Hospice attending relevant network and fundraising events to support the work of the Hospice and volunteering
- Ensure effective recruitment and induction of all volunteers in accordance with HR legislation and Hospice policies and procedures.

Risk Management

- Develop, implement and maintain effective risk management strategies across the Hospice, with specific regard to the responsibilities of the job role.

Governance

- Actively support the vision, philosophies and core values of the Hospice
- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning volunteering, equality and diversity, information governance, adult and child safeguarding, IT and HR
- Keep abreast of external developments and best practice in volunteering including legal and compliance
- Ensure compliance with Information Governance and General Data Protection regulation (GDPR)
- To develop key performance indicators to monitor quality and compliance of service provision
- To support implementation of the Hospice Organisational Strategy and Business Plans

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

JOB SPECIFICATION

| Attributes | Essential | Desirable | How assessed |
|---|---|---|--|
| Experience | <ul style="list-style-type: none"> • Experience of working with and engaging with people from various backgrounds • Experience of implementing policies and procedures relevant to job role • Experience of working collaborative both internal and external to the organisation in which you work | <ul style="list-style-type: none"> • Experience of working within a charity/third sector organisation • Experience of working with volunteers • Experience of leading a team of volunteers • Project management | <ul style="list-style-type: none"> • Application form • Interview |
| Education, Qualifications & Training | <ul style="list-style-type: none"> • Documented evidence of continuing professional development relevant to the job role • Good maths and literacy skills | <ul style="list-style-type: none"> • Project management • Management or leadership qualification • Training in HR matters • IT qualification | <ul style="list-style-type: none"> • Application form • Registration with relevant regulatory body • Certificates • CPD file / portfolio |
| Practical & intellectual skills (including any specialist knowledge) | <ul style="list-style-type: none"> • Ability to work independently and as part of a team • Excellent administration skills • Ability to present to a broad range of people internally and externally • Computer literacy and report writing skills • Leadership skills that encourage commitment and participation from others • Effective organisational skills and the ability to implement new systems of working • Good interpersonal skills • To be able to reflect on personal practice and make changes where required • Demonstrate an understanding of confidentiality and information governance • Change management skills • Computer literacy. | | <ul style="list-style-type: none"> • Application form • Interview |

JOB SPECIFICATION (CONTINUED)

| Attributes | Essential | Desirable | How assessed |
|--|--|-----------|--|
| Disposition / attitude / adjustment | <ul style="list-style-type: none"> • Ability to foster good relationships and gain the confidence and trust of staff, volunteers, service users and other partners • Ability to organise and undertake a diverse workload with constantly shifting demands • An empowering style – valuing the contribution of others • Strong commitment to service excellence and continuous improvement | | <ul style="list-style-type: none"> • Application form • Interview |
| Health & Physical | <ul style="list-style-type: none"> • Good attendance record • Ability to work at a computer for most of the day • Energy, drive and resilience – ability to deliver under pressure | | <ul style="list-style-type: none"> • Application form • Interview • Employee health check • References |
| Circumstances | <ul style="list-style-type: none"> • Work shifts over 3/4 days Monday – Friday • Ability to work outside of normal working hours, evenings and weekends when necessary • Work flexibly according to the needs of the service • Full UK driving licence and use of own car | | <ul style="list-style-type: none"> • Application form • Interview |
| Equal Opportunities | <ul style="list-style-type: none"> • Commitment to equal opportunity and social justice | | <ul style="list-style-type: none"> • Application form • Interview |

MAIN BENEFITS TERMS AND CONDITIONS

Annual leave: the annual leave entitlement for a 22.5 hour a week post is 157.5 hours (inclusive of bank holidays)

DBS: appointment is subject to a standard disclosure and barring check

Childcare voucher scheme: Pendleside Hospice offers a childcare voucher scheme

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers at Pendleside Hospice can access subsidised meals if working over a mealtime and drinks

Notice period: 3 months

Parking: all employees and volunteers can park for free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

| | |
|--|---|
| During probationary period (first 3-6 months) | No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate) |
| From completion of probation up to 12 months service | Two months sick pay at half-pay |
| From 12 months service | A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay |

HOW TO APPLY

If you are interested in this position, please complete and submit the on line application form on Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.

The closing date for application is

Interviews will take place week commencing