

**Pendleside
Hospice**

Care, compassion and support



JOB VACANCY

Volunteer Coordinator

www.pendleside.org.uk

AWARDS & ACCREDITATIONS



Inspected and rated

Outstanding ★



Volunteer Coordinator

Part Time

22.5 hours

Annual Salary £16,600

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 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. This financial year it is expected that Pendleside's running costs will exceed £6.5 million and less than 20% of those costs will come from government funding. Due to the expansion of our retail operation and future planned growth we are looking for a dedicated individual with a proven track record of success to help us achieve our goals at this very exciting time.

This role is an exciting opportunity to continue to grow volunteering at Pendleside. With an army of over 450 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 as well as taking responsibility for the induction, training, mentoring, coordination and support of all volunteers across the Hospice, ensuring effective communication exists for them to feel valued and supported.

The ideal candidate will have excellent people skills and 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.

If you wish to know more about the role, we warmly welcome you to have an informal discussion before applying for the position. You can arrange this by emailing rebecca.oneill@pendleside.org.uk or phoning 01282 440100.

Thank you,

Rebecca O'Neill
People and Relations Manager

About Us

Our Mission

Pendleside Hospice exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

Our Vision

Every adult with advancing long term and life limiting illnesses, and those most important to them, within our community, will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

Philosophy of Care

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this 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.

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

Our Aim

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

We achieve this through the five pillars of Pendleside:

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

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

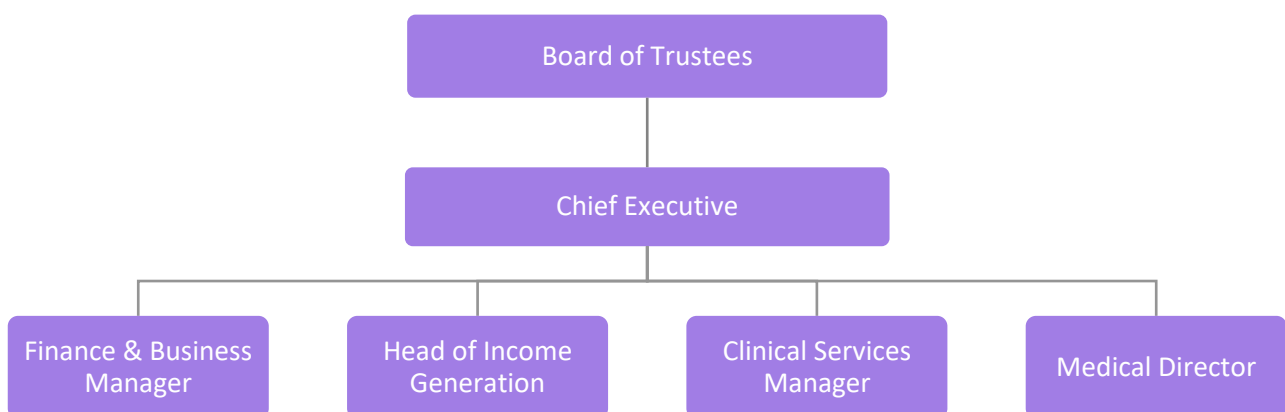
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

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 four other members with specific responsibilities including this role.



Pendleside currently has 130 employees across the organisation, which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

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

Our Services

Pendleside cares for over 1500 people each year, across a number of services, including:

- Inpatient Unit
- Hospice at Home
- Health, Wellbeing and Rehabilitation
- Outpatients
- Family & Bereavement Support
- Spiritual Care and Psychological Support
- Complementary Therapy
- Meals on Wheels

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.

Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10-bed inpatient unit for the short-term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale.
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 120 patients and approx. 600 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access

for the co-ordination of District Nurse fast track applications and co-ordination of Marie Curie and domiciliary care night sits.

- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.
- **Family Support & Bereavement** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant-led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

Job Description

Job Title: Volunteer Coordinator

Reports To: People and Relations Manager

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
- Provide support to enhance career opportunities for young people including work experience

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 HR Team, recruit, support and develop volunteer roles across the Hospice
- Be the lead point of contact for volunteer enquiries across the Hospice
- Be the lead point of contact for work experience across the Hospice
- Coordinate work experience, liaising with both the schools and students ensuring positive work experience placement for students
- Provide mentorship and support for volunteers and those undertaking work experience
- 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 HR Team
- 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

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 		<ul style="list-style-type: none"> • Application form • Interview

	<ul style="list-style-type: none"> • Change management skills • Computer literacy. 		
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 and Terms & Conditions

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays), pro-rated according to number of hours worked

DBS: appointment is subject to an enhanced disclosure and barring check

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: 1 month

Parking: all employees and volunteers can park 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 the Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.

For further information please contact Rebecca O'Neill, People and Relations Manager

E: Rebecca.oneill@pendleside.org.uk **T:** 01282 440 100.