

Job Description

Job Title: Volunteering Development Manager - Hospice

Responsible to: Head of Volunteering

Job Purpose:

To play a key role in supporting the development of volunteering initiatives and projects across the three Acorns Hospices. Identifying opportunities to embed volunteering and grow volunteer contribution across our teams, supporting the achievement of Acorns care and facilities strategies.

Main Duties:

Volunteering

1. Maximise the profile of volunteering both internally and externally, ensuring care, facilities and admin colleagues have a clear understanding of how volunteers can support their area of work.
2. Support the care, facilities and admin teams to identify opportunities to engage volunteers in their work and develop volunteering opportunities that will maximise the success of our Acorns Corporate Strategy.
3. Work collaboratively with colleagues in the care, facilities and admin teams, developing relationships to ensure you are the go-to person for all volunteering related queries, providing regular support and advice to teams as necessary.
4. Line manage the Hospice Volunteer Coordinators, providing direction, support and supervision to the team.
5. Develop new opportunities for volunteers to support the expansion of our care services to children and families, both in the hospice and in the communities that we serve.
6. Develop and implement local volunteer recruitment, retention and engagement plans and support the Volunteer Coordinators to deliver these plans.
7. Support care, facilities and admin teams with potentially difficult situations involving volunteers, such as safeguarding concerns, conflict between team members and manage these situations in line with Acorns policies and procedures.
8. Lead on the production and implementation of a hospice volunteer programme aligning itself with the volunteering, care, facilities and organisational strategies.
9. Aid retention of volunteers by promoting an environment where volunteers feel welcome, engaged, have a rewarding experience, and a sense that their contribution is meaningful. This includes reward and recognition initiatives, ensuring volunteers are included in the Acorns wellbeing programme.
10. Lead the Volunteer Coordinators to create a comprehensive onboarding, induction and learning journey for our volunteers at Acorns.
11. Support the creation and delivery of volunteer engagement and feedback opportunities and utilise the feedback to develop the volunteer experience and engagement.
12. Lead on organisational projects to develop and enhance the volunteer experience at Acorns and our volunteering programmes.
13. Regularly report on the volunteer contributions, projects, strategies and engagement as requested by the Head of Volunteering.
14. Monitor and evaluate the impact of volunteers across Acorns volunteer teams, using this



data to drive continuous improvement.

15. Engage with volunteering organisations nationwide (including other hospices) and locally to capitalise on new initiatives and to share best practice.
16. Represent the charity at external and internal events to promote Acorns as a great place to work and volunteer, such as welcome events and interact with national and regional network groups.
17. Work within the guidelines of volunteering policies and procedures

Other Duties:

1. Remain up to date with developments in the charity sector, especially within a health care and social care setting, enabling our volunteering programme to reflect current best practice in volunteering.
2. Be courageous when exploring and challenging existing processes, embracing and implementing new ways of working for continuous improvement.
3. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
4. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
5. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
6. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
7. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
8. Be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
9. Deputise for the Head of Volunteering, where required.
10. To carry out any other reasonable duty as requested by the Head of Volunteering

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



Person Specification: Volunteering Development Manager - Hospice

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > Good standard of Education > GCSE English and Maths or equivalent 	
Experience	<ul style="list-style-type: none"> > Proven experience of managing teams > Experience of working in the volunteer sector > Experienced and comfortable delegating responsibility to team members and understand management role in delegation. > Open to change and proven experience of taking on board team members opinions when making decisions. 	<ul style="list-style-type: none"> > Experience of working with volunteers. > Experience of working in the charity sector, particularly in a health and social care environment > Experience of producing reports, and of suggesting actions based on the data these contain.
Skills and Abilities	<ul style="list-style-type: none"> > Excellent administrative and organisational skills > Proven excellent written and verbal communication skills > Proficient in Microsoft Office suite > Ability to prioritise own workload and work to deadlines > Experience of successfully leading, supporting and implementing multiple projects within volunteering and income generation environments > Ability to understand, exhibit and implement excellent people care, attitude and behaviour > Proven problem solver who can manage conflicting priorities and achieves positive outcomes. > Ability to travel independently across the Acorns area 	<ul style="list-style-type: none"> > Working knowledge of Health and Safety regulations and procedures. > Awareness of data protection and GDPR regulations
Other	<ul style="list-style-type: none"> > Proven commitment to building good internal and external relationships with a wide range of stakeholders > Proven collaborative team player who is willing to share knowledge and learning openly to create > Self-motivated, with an enthusiastic approach to work. > Willingness to take on new challenges and to learn, grow and develop within a role. > Belief that Equality and Inclusion improves the working environment. > Willingness to work outside agreed hours on an occasional basis 	
Behaviours	<ul style="list-style-type: none"> > Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success 	

Terms and Conditions of Employment

Job Title:	Volunteering Development Manager - Hospice
Responsible To:	Head of Volunteering
Location:	Based in nearest hospice (Black Country/Birmingham/Three Counties) with travel across all hospices and home working
Salary:	£40,000 to £45,000 per annum
Notice:	12 weeks
Hours:	37.5 hours per week
Holidays:	23 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.