

## Job Description

**Job Title:** Volunteer Coordinator - Hospice

**Responsible to:** Volunteering Development Manager - Hospice

### Job Purpose:

To recruit, onboard and supervise Hospice volunteers and contribute to the delivery of the care strategy at Acorns.

Assist in facilitating volunteering activity across our Acorns Hospice sites, working with the stakeholders to identify needs and new volunteer opportunities. Maintaining effective volunteer support to ensure that their needs are met and they are satisfied with their roles. Actively promote volunteering at Acorns.

### Main Duties:

#### Volunteering

1. Develop plans with the Care, Facilities and Admin leads at the Hospice to identify where volunteer support is required and develop roles to fill these gaps
2. Coordinate the recruitment and placement of volunteers across all hospice teams (including appropriate checks and references)
3. Deliver robust induction and onboarding programmes for new volunteers
4. Contribute to the Acorns Volunteering, Care and Corporate Strategies to involve volunteers in our work to reach more children and families
5. Participate in the development of the Volunteer Policy and develop structures, systems and procedures to support Hospice Volunteering
6. Lead, support and motivate Hospice Volunteers
7. Plan, organise and monitor volunteering activity across the Hospice, maintain accurate records and monitor impact of volunteer involvement in service delivery
8. Support the Volunteering Development Manager – Hospice to organise events involving volunteers to show appreciation for their support
9. Assist in the audit and evaluation of volunteering activity across the Hospices
10. Develop and promote productive working relationships with colleagues and other stakeholders
11. Support the Corporate Host Volunteers to assist in the delivery of Corporate Volunteering Days at the Hospices
12. Ensure safe working for all volunteers, adhering to the charity's health and safety and safeguarding policies as required
13. Ensure that all aspects of volunteer involvement reflect Acorns Childrens Hospice policies, procedures and values, supporting volunteers to follow these too

### 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. To carry out any other reasonable duty as requested by the Volunteering Development Manager - Hospice

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: Volunteer Coordinator - Hospice

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>&gt; Good standard of Education</li> <li>&gt; GCSE English and Maths or equivalent</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>&gt; Proven experience of supervising volunteers</li> <li>&gt; Experience of working in the volunteer sector</li> <li>&gt; Understanding of the unique support needs of volunteers</li> <li>&gt; Open to change and proven experience of taking on board new ways of working</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience of working in the charity sector, particularly in a health and social care environment</li> <li>&gt; Experience of tracking and monitoring volunteering activity</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>&gt; Excellent administrative and organisational skills</li> <li>&gt; Proven excellent written and verbal communication skills</li> <li>&gt; Proficient in Microsoft Office suite</li> <li>&gt; Ability to prioritise own workload and work to deadlines</li> <li>&gt; Experience of supporting a team of volunteers across multiple roles and disciplines</li> <li>&gt; Ability to understand, exhibit and implement excellent people care, attitude and behaviour</li> <li>&gt; Proven problem solver who can manage conflicting priorities and achieves positive outcomes.</li> <li>&gt; Ability to travel independently across the Acorns area</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Working knowledge of Health and Safety regulations and procedures.</li> <li>&gt; Awareness of data protection and GDPR regulations</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>&gt; Proven commitment to building good internal and external relationships with a wide range of stakeholders</li> <li>&gt; Proven collaborative team player who is willing to share knowledge and learning openly</li> <li>&gt; Self-motivated, with an enthusiastic approach to work.</li> <li>&gt; Willingness to take on new challenges and to learn, grow and develop within a role.</li> <li>&gt; Belief that Equality and Inclusion improves the working environment.</li> <li>&gt; Willingness to work outside agreed hours on an occasional basis</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>&gt; Will challenge the status quo</li> <li>&gt; Positive, enthusiastic approach &amp; can-do attitude</li> <li>&gt; Curious, always seeking to understand and improve experience of customers</li> <li>&gt; Open to change and continuous improvement</li> <li>&gt; Innovative mindset and passionate about learning</li> <li>&gt; Commitment to the Acorns strategy &amp; its success</li> </ul>	>

## Terms and Conditions of Employment



<b>Job Title:</b>	Volunteer Coordinator - Hospice
<b>Responsible To:</b>	Volunteering Development Manager - Hospice
<b>Location:</b>	Acorns in Birmingham 103 Oak Tree Lane Selly Oak Birmingham B29 6HZ
<b>Salary:</b>	£26,000 per annum
<b>Notice:</b>	8 weeks
<b>Hours:</b>	Full time or part time
<b>Holidays:</b>	23 days plus statutory bank holidays (pro rata)
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
<b>Life Assurance:</b>	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.