



Job Description

Job Title:	Volunteer Co-ordinator, recruitment and support
Band:	5
Hours:	See advert
Base:	Luton & Dunstable University Hospital, and any other associated Trust establishments across the Bedfordshire Hospitals NHS Foundation Trust including outreach clinics and establishments used in the course of Trust business (if necessary for the role).
Reporting to:	Community Engagement and Voluntary Services Manager
Terms and Conditions of Service:	Currently those of Agenda For Change and other local agreements

OUR VALUES





JOB SUMMARY

With a passion for volunteering, excellent interpersonal and relationship building skills, the Volunteer Co-ordinator will be responsible for providing a high quality volunteer service including recruitment, co-ordination and management of volunteers across the Trust, and delivery of a volunteer programme which is designed to support the patient experience. All volunteer roles support not only the Volunteer strategy, but also the wider Trust Strategy and policy.

Working with the Community Engagement and Voluntary Services Manager and placement supervisors the Co-ordinator will assist in the provision of high quality project planning, execution and outcomes which will offer holistic and social support to patients, their families and carers, and supporting Trust staff.

Key tasks will include overseeing the recruitment process across sites, to include interviewing potential volunteers through to training, placement and wellbeing, with volunteers fully supported in their roles to ensure satisfaction and retention.

From inception to implementation, the Co-ordinator will proactively assist in managing a range of volunteer focused projects/developments to ensure patients and staff are supported by teams of trained and competent volunteers.

The Co-ordinator will ensure that Volunteering within the Trust supports the delivery of a high quality, safe and compassionate healthcare service, acting as a role model to others in all aspects of their work and consistently demonstrate the Trust's THRIVE values of Teamwork, Honesty, Respect, Inclusivity, Valuing People and Excellence.

KEY RESPONSIBILITIES

Volunteer Recruitment and Programme Development

A key part of your objectives will be to increase volunteer numbers and placement opportunities:

- Support the management and development of a quality volunteering service designed to enhance the patient experience, maintaining continuous volunteer recruitment across the Luton and Bedford sites.
- Ensure all volunteering activities meet with the Trust's service needs and are carried out in line with policies regarding health and safety, legal requirements, environmental, equal opportunities and general duty of care.
- Take responsibility for the volunteer recruitment process from enquiry to interview and placement, working with the Charity Administrator Volunteer Lead (Luton) and the Team Administrator (Bedford) to oversee all related administrative processes including taking up references, arranging DBS checks and health screening.
- Collaborate with wards and departments requesting support to develop role descriptions, identifying appropriate tasks, carrying out risk assessments against personal, environmental risk and job substitution, and matching individual volunteer skills to our patient and ward/department needs.
- Assist with identifying gaps in service that volunteer support could alleviate, negotiating and arranging appropriate placements for volunteers throughout the Trust to maximise support to patients, their relatives, visitors and staff.



- Place and induct new volunteers; introduce new volunteers to placement staff and ensure both parties understand the tasks to be completed; encourage the development of volunteers within placements in conjunction with staff; ensure safe practice that is compliant with national guidance and provide ongoing support to volunteers and staff.
- Maintain accurate and up-to-date records and administrative systems including the database and sign in app supported by the Luton and Bedford Admin Support team members.
- Monitor new volunteer starters to ensure wellbeing, appropriate support from the placement area and overall role satisfaction, addressing any immediate issues.
- Be accessible and offer support to all volunteers as needed in an open and friendly manner, and proactively engaging with them on a regular basis.
- Discuss and resolve difficulties and sensitive issues between volunteers and staff, assist staff with (HR) advice appropriate to volunteers.
- Identify any additional specialist training requirements through an ongoing training needs analysis and coordinate the delivery of any relevant training - facilitate and encourage the development of volunteer skills, knowledge and experience.
- Work with the Work Experience and Student Volunteer Lead to ensure Volunteers undertaking the Mealtime Assistant role are fully trained and supported. Where required, work alongside and supervise volunteers within the hospital, explaining tasks and working guidelines ensuring that they are understood.
- Collaborate with nursing, therapies and other service leads to ensure volunteers receive appropriate training to gain the knowledge and skills required to enable safe, confident and effective support.
- Assist with the organisation of training events for volunteers and contribute to the delivery of this training.
- Authorise expenses for volunteers, and maintain and monitor budget relating to this.
- Produce monthly, quarterly and annual reports on service activity.
- Respond to general office enquiries.

Strategic and Management Responsibilities

As a key member of the team you will:

- Support the Head of Charity, Community Engagement and Voluntary Services Manager, and other Charity team leads in developing and delivering on the Charity and Trust's strategic aims and objectives, enhancing the experience of patients, visitors and staff.
- Guide, support and direct members of the team in achieving personal development goals whilst contributing to Volunteer Service and Charity objectives.
- Deputise for the Community Engagement and Voluntary Services Manager and Special Projects Volunteer Co-ordinators as necessary in handling issues and queries relating to volunteers.
- Assist in the delivery of well-managed, high quality volunteer services focusing on the recruitment and retention of appropriate volunteers to fulfil service requests for support.
- Establish and maintain positive working relationships with relevant stakeholders to promote best practice and offer support to peers. This includes developing



relationships with organisations regionally and nationally to assist the development of volunteer services which reflect shared objectives.

- Be able to innovate and offer creative solutions in the development of new volunteer roles to address patient and service needs.
- Be self-aware with strong interpersonal and emotional intelligence skills and be able to work with and support team members and volunteers from diverse communities, ensuring inclusivity and respect is maintained.
- Uphold and lead by example in relation to the Trust's values of Teamwork, Honesty and Openness, Respect, Inclusivity, Valuing People and Excellence (THRIVE).

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Communication and sharing knowledge/best practice

- Demonstrate a high level of verbal and written communication skills in relation to all aspects of service and project delivery. Communicate complex information to a wide range of volunteers, staff and managers at all levels of the organisation.
- Communicate effectively and appropriately with patients, carers, families and colleagues. This involves demonstrating awareness of sensitive issues and dealing with difficult situations, plus an awareness of barriers to effective communication e.g. hearing loss, altered perception, dementing illness, memory loss, pain, fear and the effective use of verbal / non-verbal communication as appropriate.
- Work as part of a team and include the sharing of skills and co-ordination of issues in order to enhance the effectiveness and efficiency of the Voluntary Services and Charity Team.
- Contribute to the compilation and assist with the dissemination of information to volunteers about the Voluntary Services department and the Charity, including newsletters.
- Assist with educating ward and department staff across the Trust on the remit and value of volunteers.
- Be proficient in IT skills, including Microsoft Office applications to enable effective communication.
- Participate in networking across the region and nationally via the National Association of Voluntary Services Managers, NHSE and other relevant platforms, to share and learn developments in best practice and innovation.

Service Promotion and Events

- Assist with arrangements for functions/events as part of the Trust's support for volunteers and the Charity.
- Attend events in the hospitals and in the community, including community organisations, to promote volunteering and the Charity.
- Contribute to appropriate working groups/meetings that are relative to volunteer involvement.



- Integrate into the local wider community of volunteer co-ordinators to ensure the Trust's services are promoted and kept up to date with current local issues and targets.
- Assist with articles for internal and external publications, social media posts, website, intranet and notice board updates, plus targeted recruitment campaigns.

Retention and Service Deliverables

- Increased volunteer numbers across the Trust and efficiency improvements in volunteer recruitment timelines and processing.
- New volunteer roles developed for volunteers to meet service user, community and staff needs.
- Continuous service improvement including visibility and awareness across the Trust with increased understanding and appreciation of volunteer support.
- Contribute to the enhanced Trust reputation as a respected quality volunteer service provider in the region.
- Contribute to the development of outcome measures to assist service evaluation and growth, including through record keeping, assisting with audits and surveys, and ideas for service development.

GENERAL:

To comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at work and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

This job description reflects the present requirements and objectives of the post. As the duties of the post change and develop, the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

You are required to disclose any additional work you undertake or are planning to undertake for another employer.

PROBATIONARY PERIOD:

This post is subject to the successful completion of a probationary period of 6 months within which the notice period for both you and Bedfordshire Hospitals NHS Foundation Trust is four weeks.

STANDARDS

Staff are responsible for complying with the relevant standards set by their Line Manager. A breach of such standards may lead to disciplinary action. It would be investigated fairly and appropriate steps taken to prevent a recurrence and address any wider causes.



SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

All employees and volunteers working within the Trust have a responsibility for safeguarding and promoting the welfare of children and vulnerable adults.

INFORMATION GOVERNANCE:

(This includes Patient Confidentiality, IT Security, Data Protection and Freedom of Information)

You are required to respect the confidentiality of all patients, carers and staff, by not sharing any information (including data) obtained during the course of your duties. You have an obligation to report any non-compliance through the Trusts Incident Reporting process.

All staff must comply with the legal obligations and statutory requirements of the General Data Protection Act 2018, the Trusts IT Security and Information Governance Policies, Codes of Conduct and Best Practice Guidelines which are available on the staff Intranet site.

PRIVACY STATEMENT

The Trust is committed to protecting the privacy and security of your personal information. Information about you will be kept by the Trust for purposes relating to your employment. In accordance with the Trust's Privacy Notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal and special category data. The Trust will comply with its obligations under the General Data Protection Regulations and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records; which may, where necessary include special category data relating to your health, identity, data held for equality monitoring purposes, criminal offence data and data regarding DBS checks. The Trust requires such data for personnel administration and management purposes for the performance of your contract of employment and to comply with its legal obligations. The majority of information that you provide us with is mandatory to enable us to perform the contract of employment; where information is requested from you on voluntary basis, you will be advised of this and will be properly advised of your rights in respect of consent and the withdrawal of that consent.

The Trust will take all reasonable steps to ensure that the personal information held about you is complete, accurate, up-to-date and not held for longer than necessary for the purposes for which it was collected. However, you are responsible for informing us promptly of any changes to your personal information either in writing or by updating your information on MyESR.

The Trust's Privacy Notice sets out the legal basis for processing your personal data and your rights to access this data are prescribed by law.



The Trust requires you to familiarise yourself with the Trust's Information Governance (data protection) Policy which set out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's Data Protection Policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its Data Protection Policy by you to be a disciplinary matter which may lead to disciplinary action, up to and including dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's Policies and Procedures. If you have any queries about your responsibilities in respect of data protection, you should contact the Trust's Data Protection Officer.

A copy of the full Privacy Notice for Employees can be downloaded from the Trust's Intranet.

PROMOTING EQUALITY

The Trust is committed to promoting an environment that values diversity. All staff are responsible for ensuring that all patients and their carers are treated equally and fairly and not discriminated against on the grounds of race, sex, disability, religion, age, sexual orientation or any other unjustifiable reason in the application of this policy and recognising the need to work in partnership with and seek guidance from other agencies and services to ensure that special needs are met.

INFECTION CONTROL:

You are required to comply with the Trust's strategy regarding infection control and be aware of, and comply with, all Trust infection and prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. Effective prevention and control of healthcare associated infections has to be embedded into every day practice and applied consistently by everyone. Failure to do so may result in disciplinary actions.

SMOKE FREE

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

ASSISTANCE WITH TRUST PROCESSES

Any member of staff who is a manager at band 7 and above may be asked to take part in disciplinary and appeals processes in line with the Trust's policy. Appropriate training and support will be provided by the Employee Relations Team.