

VOLUNTEER MANAGER

JOB DESCRIPTION



The Butterfly Hospice is dedicated to improving the quality of life for patients and their families facing a life limiting illness by providing choice, care and support in a hospice setting. We aim to enrich people's quality of life by relieving symptoms such as pain, breathlessness and other distressing problems through the skills of our experienced and caring teams.

We rely on the generosity of our community and on people and organisations that give their time and money to volunteer and fundraise on our behalf.

The Butterfly Hospice Trust strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

POST:	Volunteer Manager
HOURS OF WORK:	Monday to Friday – 25 hours per week
SALARY:	£20,000 per annum full-time (pro rata £13,333)
RESPONSIBLE TO:	Chief Executive Officer
RESPONSIBLE FOR:	All volunteers
PURPOSE OF JOB:	To be responsible for the recruitment, induction and development of all volunteers for the charity.

Key Result Area

Development and coordination of integrated volunteering throughout The Butterfly Hospice Trust:

- Attracting and recruiting new volunteers
- Supporting and developing volunteers
- Maintain health & wellbeing of all volunteers
- Ensuring effective use of volunteers in line with the needs of the organisation

Volunteer Manager Responsibilities

- Researching and writing volunteer policies and procedures, including risk assessments.
- Liaising with departments across the organisation regarding volunteers, to assess and fulfil their volunteering needs
- Generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation
- Raising staff understanding of the role and the function of volunteers

- Provide support, regular assessment and training for volunteers
- Manage all volunteer associated paperwork, including DBS checks where appropriate
- Promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns
- Interview and recruit volunteers and ensure they are appropriately matched and trained for the role opportunity
- Organise and provide organisational induction and training for volunteers
- Monitor, support, and motivate volunteers in their roles
- Celebrate volunteering by nominating volunteers for awards and organising celebration events
- Offer advice and information to volunteers through face-to-face, telephone, on line and email contact
- Organise profile-raising events to attract new volunteers
- Attend related committees and meetings
- Manage related budget and resources, including the reimbursement of expenses for volunteers
- Keeping up to date with legislation and policy related to volunteering and making any necessary modifications to accommodate changes in policy
- Work with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering with the Charity
- Work in partnership with healthcare and other professionals where appropriate to enhance provision of care delivery via volunteer services
- Ensure compliance with internal and external policies, procedures and legislation including health and safety.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows. The hours of this post may increase in future as the role/organisation develops.

ORGANISATIONAL RESPONSIBILITIES

- Overall management & support of charity volunteers in conjunction with each volunteer's nominated manager.
- Specific reporting responsibility for Reception and Hospitality/In-Patient Unit volunteers
- Overall responsibility for maintaining communication with and involving supporters
- Ensure legislative and regulatory requirements relevant to the post holder's responsibilities are met.
- Carry out administrative duties in connection with the post
- Contribute to the overall achievement of The Butterfly Hospice Trust and its objectives.
- Provide a supportive working environment to all staff and volunteers.
- Attend regular supervision, staff and team meetings as required.
- To undertake research and contribute to reports as relevant to the post holder's responsibilities.
- Undertake any other reasonable duties within the post holder's skills and capabilities.
- Carry out duties in accordance with the organisation policies and procedures, including Health and Safety, Confidentiality, Equal Opportunities etc.

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike can expect to be encouraged to develop personally and professionally and to acquire new skills at a pace that is suitable to them. All staff and volunteers must promote this environment as part of their roles and responsibilities.

Training and Development

Training and development of staff and volunteers is a key expectation of all staff employed by the organisation. They will demonstrate their commitment to staff and/or volunteer development by assessing skills, planning development activities, discussing outcomes and evaluating effectiveness. They will be expected to motivate, encourage, coach and support staff and/or volunteers towards the outcomes agreed.

PERSON SPECIFICATION

The successful applicant must be able to demonstrate empathy for our patients', carers and families and be committed to the promotion of the Hospice ethos.

All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.

	Essential / Desirable	Assessed by:		
		Application Form	Interview	Reference
<u>Knowledge & Experience</u>				
Proven leadership and management experience in volunteer services.	E	X		
Experience of working within Charity sector/Hospice care / palliative/health care environment	D	X		
Experience of recording, analysing and monitoring data and statistics.	E	X		
Experience of working with and managing volunteers	E	X		
Experience of a role in a public sector or charity establishment where resources are constrained	D	X		
<u>Skills, Abilities and Attitudes</u>				
Highly numerate with well-developed analytical skills using qualitative and quantitative data	E			X
Work requires professional written and verbal communication and interpersonal skills with proficient capability in MS Word, Excel, PowerPoint and Outlook.	E		X	
Able to work on own initiative and manage and prioritise own work load.	E			X
Able to lead and/or participate in and contribute to management, staff and volunteer meetings.	E		X	
Able to work within a team to deliver work within tight time frames and simultaneously manage competing priorities.	E			X
Able to produce concise reports, accurate data, performance and business papers	E			X
<u>Other</u>				
Car Driver with access to transport and able to drive within Lincolnshire	E		X	
Available to work evenings/weekends when necessary	E		X	