

VOLUNTEER SERVICES

JOB DESCRIPTION

POST TITLE: Volunteer Manager – Youth Project

GRADE: Band 5

HOURS: 0.6 FTE (this includes evenings and weekends)

CONTRACT: Fixed Term

DEPARTMENT: Volunteer Services

ACCOUNTABLE TO: Head of Volunteering

KEY RELATIONSHIPS

Internal: Senior managers, senior clinical and front-line staff across the hospital, Heads of Nursing, Patient Experience Team, Communications team, corporate departments, Volunteer Service Staff, Volunteers

External: Members of the public interested in volunteering, Pears Foundation, Evaluators, Hospital Charity, Patients, Healthwatch, Other NHS Trusts across the country,

Overview

Funded by The Pears Family Charitable Foundation as part of the Pears#iwill fund, the Volunteer Manager - Youth Project, will take the lead on the development and implementation of an innovative project to pilot bespoke volunteering opportunities for young people aged 16 - 25 from our local communities. This Volunteer Service is highly regarded in the NHS and our volunteers play a key role in helping our hospitals to ensure that patients and their relatives have a good experience whilst in our care.

Job Summary:

- To develop, project manage and deliver a unique pilot programme for young people volunteering at the Trust
- To be responsible for the recruitment, placement and day to day management of the young volunteers involved in this project
- Work to maximise the impact of the programme on both the young people who volunteer with us and the patients and families they support - improving their experience

- To develop and embed tools and metrics to measure outcomes and impact of the programme working with Pears Foundation contracted project evaluators
- To effectively project manage the programme to meet specified timescales for this project and prepare reports and presentations on agreed performance indicators both internally and externally
- To manage the volunteer management database to ensure accurate and accessible records in line with the General Data Protection Regulations (GDPR)
- To be responsible for implementation of a policy for processing reimbursement of volunteer travel and meal expense claims
- To be responsible for effective communication with Trust staff about the project and ensuring that Trust staff are fully engaged in its delivery
- Due to the nature of this project, the post holder will be required to work regular evenings and weekends.

Main duties and responsibilities

Programme Development

- To design and roll-out a pilot programme for young people aged 16 – 25 with support from the Head of Volunteering
- To ensure the project meets its key aims, as outlined in the grant, to enable young volunteers to be trained and supported to enhance patient experience at the Trust. The programme designed to provide volunteer opportunities during weekends and evenings to ensure we can provide flexible and accessible opportunities for young volunteers who have other commitments through either school or college
- To develop resources and policies to support the volunteers and staff including the creation of role descriptions and support guidelines
- To develop measurement tools to enable effective measurement of project outcomes and impact, both internally and to meet the requirements of the Pears Foundation evaluation of the project
- Collaborate with the Trust Communications Team and the Head of Volunteering to promote the programme internally and externally

Volunteer Recruitment, Placement and Ongoing Development

- Recruit, select, train and support young volunteers over the period of the charitable grant to support them to have meaningful placements with maximum impact, in line with the Trust's volunteer training programme
- Manage, with the support of the volunteer services team, feedback to unsuccessful applicants
- Run recruitment campaigns, events and activities in the local community and within schools and colleges to appeal to a diverse range of young people, including those from hard to reach groups, to encourage them to apply and join the programme
- Be the main point of contact and support for young volunteers in this programme and placement staff hosting the young volunteers
- Plan and run training and other learning opportunities for young volunteers to support them in their roles and to develop them for the future

- Resolve issues with training providers where appropriate such as corporate induction and e-learning or with individual trainers
- Resolve issues with external providers (such as those delivering training on personal security, working with mental health patients), negotiating training content, Communicate regularly and effectively with individuals and teams throughout the process
- Manage and maintain the bespoke volunteer management database, keeping accurate, up to date and accessible records - in line with GDPR, including recording and monitoring volunteer attendance
- Be responsible for providing advice and/or support to volunteers in their placements and dealing sensitively with any issues that might arise
- Manage and resolve problems with volunteer conduct or performance, escalating complex or sensitive issues to the Head of Volunteering
- Hold regular debrief sessions for volunteers either individually or as a group
- Organise celebration and appreciation events
- Communicate regularly and effectively with volunteers throughout the process and timescale of the project

Supporting placement s

- Support staff by providing training on the management of volunteers so as to ensure that volunteers' feel supported and part of the team
- Work with Trust placement managers to agree role descriptions, check attendance, and address issues
- Stay in regular contact with placement areas to ensure feedback is received, and that staff know who to contact about their volunteers
- Create opportunities such as surveys, forums to engage with staff, to receive feedback about placement to identify and address areas of improvement
- Gather other feedback as required from staff, volunteers and patients and their families
- Work with staff to ensure volunteers are being supported, recognised and thanked for their efforts

Engagement – internal and external

- Develop and maintain positive relationships with all key stakeholders
- Attend and participate in funder and evaluator led events
- Work flexibly to meet the requirements of volunteer service events
- Attend and present at the Trust's promotional events
- Deal with more complex enquiries, constantly displaying politeness, professionalism and enthusiasm in communications with internal and external stakeholders
- Ensure all incoming communication is dealt with within an appropriate time frame.

Project Planning and Management

- Develop and produce a project plan, ensuring activities that need to be completed on both sites and key deadlines are taken into account
- Monitor and make adjustments to project plan when targets are not being met and communicate this to key internal and external stakeholders

- Liaise and review project regularly with key stakeholders to ensure project success. Make changes where appropriate through the life of the project in light of regular reviews
- Feedback to various internal departments and staff providing detailed reports and presentations, tracking themes and trends as the project progresses
- Required to problem solve various issues relating to the implementation and smooth running of the project.

Evaluation

- Work with external evaluators to develop a range of research tools such as questionnaires and focus groups to gather feedback from patients, staff and volunteers
- Work with external evaluators to determine baselines for evaluation of project
- Investigate patient experiences of volunteer support e.g. where patient feedback has indicated that the trust or volunteer programme needs to improve. This might be through face to face interviews, focus groups, telephone interviews etc. with patients or carers
- Analyse and present complex statistical and qualitative research data using Excel and dedicated volunteer database
- To work with external evaluator to conduct additional analysis where appropriate
- Propose policy or service changes as a result of research and evaluation to the Trust volunteer programme.

Reporting and finances

- Provide a range of quantitative and qualitative reports as requested by the Head of Volunteering and/or the project funder and overall evaluator
- Use presentational skills to prepare and present information to a variety of forums including the Trust Patient Experience Committee
- Ensure all events are successfully and effectively communicated to all internal and external key stakeholders
- Be responsible for the implementation of a policy for processing reimbursement of volunteer travel and meal expense claims
- Ensure accurate records of expense claims are maintained and accessible
- Be responsible for keeping accurate records for any non-pay spend
- Keep all other records as reasonably required.

Shared Responsibilities with other staff members of the Volunteer Service

- Create effective relationships with staff within the Trust
- Assist and engage with any Volunteers events
- Attend local community events to recruit volunteers and promote the volunteer programme
- Look at opportunities for improvement and development of the volunteer programme at the Trust
- Supporting your equivalent at the other site and the volunteer team as and when necessary
- Attend Volunteer Service team meetings and Trust meetings
- Participate in regular supervision, yearly appraisals, objective setting and monitoring.
- Maintain an up to date knowledge and awareness of best practice and current issues in related to volunteering, specifically to do with young people
- Work closely with the Head of Volunteering to manage and maintain an effective service.

Person Specification

Post: Volunteer Manager – Youth Project

Grade: Band 5 - Department: Volunteer Services

Core Dimension/ Competence/ Qualifications	Essential	Desirable
Education and qualifications	<ul style="list-style-type: none"> • Educated to Graduate level of general education or equivalent 	
Experience and knowledge	<ul style="list-style-type: none"> • Working knowledge of good practice in volunteering • Previous experience of developing and rolling out new volunteer programmes • Experience in developing and delivering training to volunteers • Experience of working with or running activities for young people including marginalised, NEET and other underrepresented young people • Experience of working with and managing volunteers • Experience of working with multiple stakeholders • Experience of developing partnerships in the community • Experience of working to defined timescales to deliver an outcome • Experience of developing tools to measure programme impact • Experience of data analysis with the ability to analyse and interpret complex quantitative and qualitative data • Well developed project management skills 	<ul style="list-style-type: none"> • Experience working within a healthcare or voluntary sector setting • Experience of working with patient groups • Experience of community health awareness programmes • Experience of community fundraising
Skills/abilities	<ul style="list-style-type: none"> • Highly developed oral and 	<ul style="list-style-type: none"> • Creative,

	<p>written communication skills</p> <ul style="list-style-type: none"> • IT literate with good computer skills • Coaching, mentoring and facilitation skills especially in relation to young people • Capable of working on own initiative and to an excellent standard • Able to remain calm under pressure • Well organised, methodical and highly accurate • Ability to deliver outcomes to defined timescales and flexible to changing priorities and deadlines. Excellent attention to detail • Excellent interpersonal, organisational skills with the ability to work with people and teams at all levels • Excellent public speaking skills and presentation skills, able to communicate effectively with wide range of stakeholders, at both senior and more junior levels, both internally and externally. 	artistic skills
Personal abilities	<ul style="list-style-type: none"> • Well developed interpersonal and influencing skills • Able to relate to a wide range of people at all levels both within Hospital and external voluntary or educational organisations • Able to remain calm under pressure • Self motivating, able to work on own initiative and independently • Confident in identifying and escalating issues/problems 	

General

The post holder has a general duty of care for their own health, safety and well being and that of work colleagues, visitors, patients and volunteers within the hospital, in addition to any specific risk management or clinical governance accountabilities associated with this post.

All employees must hold an 'nhs.net' email account which will be the Trust's formal route for email communication. You are therefore required to check this regularly and to deal with such communication promptly.

To observe the rules, policies, procedures and standards of NHS Foundation Trust together with all relevant statutory obligations.

To observe and maintain strict confidentiality of personal information relating to patients, staff and volunteers.

The post holder to be responsible, with management support, for their own personal development and to actively contribute to the development of colleagues.

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post holder.

The post holder has an important responsibility for and contribution to make to infection control and must be familiar with the infection control and hygiene requirements within the Trust of their own post and that of volunteers.