

## **NHS FOUNDATION TRUST**

<b>Job Title:</b>	Young Volunteers Programme Manager
<b>Reporting to:</b>	Head of Volunteering
<b>Department:</b>	Charity Volunteer Team
<b>Hours of work:</b>	Your hours of work will be as per your contract of employment. A full time role equates to 37.5 hours per week, not including breaks  Flexibility is required to meet the needs of our charity

### **Your Role ....**

#### **Role specifics:-**

The Young Volunteers Programme Manager will be expected to:-

- Lead on developing and delivering strategic goals for the Young Volunteer Programme in line with the Volunteer Team Strategy
- Implement a measurement framework to better record the impact of the programme on patients, staff and volunteers
- Ensure that suitable Young Volunteers are recruited, inducted, trained, supported and rewarded at Barnet, Chase Farm and Tottenham and that best practice is shared across the team of coordinators.
- Become the spokesperson for the Trust's Charity Young Volunteer Programme and represent the charity at public speaking opportunities
- Network and raise staff awareness of the role and function of young volunteers in a hospital setting
- Work with existing partner agencies and new organisations to target young people in the boroughs where we operate
- Actively develop new opportunities for young volunteers in response to the needs of departments, clinics, wards and the Trust as a whole
- Support the Barnet and Chase Farm Volunteer Team with the day to day running of the office and volunteer reward and recognition events
- Ensure that Trust and Charity policies are adhered to and relevant for participants in the Young Volunteer Programme
- Keep up to date of potential funding opportunities for Young Volunteer Programmes
- Develop a project model for the Young Volunteers Programme to assist the expansion to additional sites in line with the growth of the charity's remit
- Line management responsibilities of Young Volunteer Coordinators
- Generate and coordinate regular content for internal communications, publications, social media, website and press for the Young Volunteer Programme.

#### **All together now:-**

- At the Trust we take seriously our responsibility to carry out our business activities in a way which is sustainable. This enables us to deliver our objectives while assisting visitors within the three main hospital sites. With this in mind, we all:-

- Must take responsibility for the efficient use of resources in order to reduce and / or eliminate unnecessary usage as much as possible
- Support and implement any Trust approved initiatives regarding sustainability, energy management, charitable fundraising, positive people practices etc.

## **Fit for The Trust (What we are looking for)**

### **We can't live without.....(essential)**

- An ability to prioritise, organise and manage workload effectively whilst managing unplanned interruptions
- An ability to coordinate a large number of new and existing young volunteers
- A knowledge and experience of good working practice in a volunteer and youth setting including marginalised and underrepresented young people
- Excellent communication (oral and written) and interpersonal skills with an ability to deal with a diverse range of professional, patients and members of the public
- Experience of problem solving and crisis intervention
- Experience of managing confidential information with tact, sensitivity and discretion
- A degree level qualification or equivalent previous proven experience in an administrator / supervisor role
- Proven IT skills including the ability to use all aspects of social media
- Proven experience of presentation and public speaking

### **We'd love you to have.....(desirable)**

- An ability to train and facilitate
- Knowledge of education, employment and training
- An interest and or an enthusiasm for the NHS and wider public health NHS
- Experience facilitating educational group activities
- An ability to design education and learning tools' for young people with mixed abilities
- Experience of working with young people within volunteering

### **We'd like you to ....(general)**

- Have a strong affinity with the charity mission and ethos
- Be motivated and self-initiated with a non-judgemental approach
- Have a positive professional work attitude
- Have a presentable appearance
- Have a 'hands on' attitude with good attention to detail
- Have an ability to work unsupervised
- Have an ability to work in a 'team – based' environment
- Have an ability to work to tight deadlines and deliver results
- Have an ability to be flexible, tactful, diplomatic and supportive in your approach
- Be enthusiastic and passionate for Charity / Hospital environment
- Non-judgemental approach
- Ability to follow instructions and adhere to Trust / Charity policies

*Note – this is not intended to be an exhaustive list. KPI's and objectives will be agreed with your line manager at regular one to one's, six and twelve month appraisals.*