

# Youth Volunteering Manager

Volunteer Services/Corporate Nursing

## JOB DESCRIPTION

Youth Volunteering Manager – Volunteer Services – Jan 2018

Band 6

Division Patient Experience

Responsible to Head of Volunteer Services

Accountable to Head of Volunteer Services

Type of contract (2 year secondment/fixed term contract)

Hours per week 37.5

### Trust Values

The Trust has launched its values to patients and members of the public to demonstrate the standard of care and experience they should expect from any of our services.

These values form the mnemonic PROUD:

- Putting patients first
- Responsive to, and supportive of, patients and staff
- Open, welcoming and honest
- Unfailingly kind, treating everyone with respect, compassion and dignity
- Determined to develop our skills and continuously improve the quality of care

### Job Summary

The post-holder will design and deliver our young volunteers' which will provide a range of volunteering opportunities for young people aged 16-25. Initially based at the in the area but subsequently developing a service on the x site, the Youth Volunteering Manager will work with and build strong relationships with hospital staff to identify where and how young volunteers can support the work of the hospital teams. Reaching out to the local community, the post-holder will build productive relationships with schools, colleges, universities, community groups and other youth organisations to recruit young volunteers to join the programme.

This post-holder will work closely with the other members of the Volunteering Service, ensuring alignment with other programmes and engagement activities.

### Roles and responsibilities

**1. Design and develop a volunteering programme for young people aged 16-25 in our hospitals to deliver a first-class experience for patients, staff and volunteers.**

- Work with ward and departmental staff to identify the various tasks and areas within the hospital where volunteers aged 16-25 years could meaningfully contribute as well as gain valuable experience and skills.
- Design a programme which enables young volunteers to contribute to the hospital, which includes both a concentrated, academic holiday scheme and a longer term regular commitment.
- Design structured learning and development components to enable the volunteers taking part to learn and develop their skills, within the boundaries of a hospital volunteer role.

- Develop the necessary resources to help hospital staff support young volunteers to make the most from their experience, including the creation of role descriptions, risk assessments and planning induction journeys.
- Develop engaging resources for the young volunteers to use during the programme to capture their experience and track their progress, learning and achievements.
- Work closely with colleagues within the Volunteering Department to provide professional expertise on all aspects of volunteering within our hospitals. Ensure that consistent and high quality advice and guidance is given across all of our sites.

As a member of the Volunteering Service Team you will also contribute to or take a lead in:-

- Developing training and guidance resources to help hospital staff to support and manage volunteers within their teams.
- Introducing key quality standards for hospital staff teams to meet when working with volunteers and a method for formally accrediting their good practice.
- Producing engaging content for volunteer emails and newsletters within agreed timescales.
- Running reward and recognition events for volunteers.
- Reviewing, revising and creating policy and process documents, as well as resources to promote and manage volunteering.

## **2. Recruit and retain an annual cohort of volunteers aged 16-25 to join the Young Volunteers' Programme**

- Manage and lead the targeted recruitment of volunteers aged 16-25 to join the Young Volunteers' Programme.
- Plan and run advertising campaigns to appeal to a diverse range of young people to encourage them to apply to join the Programme.
- Manage the selection activities to identify the best individuals to join the programme including assessment events, interviews and providing feedback to unsuccessful applicants.
- Manage the DBS element of our vetting process for new volunteers on the Programme.
- Run recruitment events and activities in the local community to promote current volunteering opportunities, targeted at 16-25 year olds.
- Hold information sessions for prospective volunteers during critical recruitment periods to help them find out more about the current opportunities and our methods for application and appointment.

## **3. Deliver and Manage the Young Volunteers' Programme**

- Be the main point of contact for young volunteers and the relevant staff at the hospitals where young volunteers are based.
- Deliver regular induction training for new volunteers to welcome and set them up for success in their roles.
- Plan and run training and other learning opportunities for young volunteers to support them both in their role and beyond their involvement as a volunteer.
- Manage a reward and recognition programme, including the presentation of formal awards.
- Work with the other Volunteering Managers to record, monitor and manage volunteer attendance on the volunteer database.
- Manage the implementation of volunteering policies for young volunteers on the programme, including the resolution of any issues as they arise, seeking support as appropriate.
- Create high quality and engaging resources to use with volunteers and staff to promote key messages.

- Escalate any activity in relation to volunteers that poses a reputational, health and safety or safeguarding risk to the hospital to the Head of Volunteering.
- Create an environment where involving younger volunteers is a fully integrated, key component of our hospital volunteering programme.

**4. Build and Manage Relationships with NHS Trust staff, local schools, colleges, community groups and youth organisations to ensure the Young Volunteers' Programme is a success.**

- Create effective working relationships with local schools, colleges, universities, community groups and youth organisations to promote the Young Volunteers' Programme to a diverse range of young people who would both benefit from and contribute well to the work of our hospitals.
- Represent the interests of, and provide inspirational leadership for, the role of young volunteers and the part they play in supporting the patient experience across the NHS Trust.
- Work with the Volunteering Team to run training and provide coaching to hospital staff to help them work positively with young volunteers on the programme.
- Provide advice and support to hospital staff who are working with, managing and/or supporting volunteers.

**5. General Duties**

- Maintain accurate records for volunteers including communication history, volunteer roles hours and training using the available technology and adhering to the Trust's data protection obligations and records management principles.
- Take an active part in Volunteering and wider Patient Experience Team meetings, contributing agenda items and undertaking assigned actions as required.
- Participate in regular supervision, objective-setting/monitoring and actively engage in your own job related development throughout the year.
- Produce regular monitoring and tracking reports about the Young Volunteers' Programme for the Head of Volunteering and wider team.
- Maintain an up to date knowledge and awareness of best practice and current issues in the voluntary sector, specifically within the context of the NHS and healthcare provision including safeguarding and the Disclosure and Barring Service

*The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.*

## Person Specification

Job title Youth Volunteering Manager

Band 6

Division Patient Experience

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

Essential: E Desirable: D

- Trust Values
- Putting patients first E
- Responsive to, and supportive of, patients and staff E

- Open, welcoming and honest E
- Unfailingly kind, treating everyone with respect, compassion and dignity E
- Determined to develop our skills and continuously improve the quality of care E

#### Education

- 1<sup>st</sup> Degree or equivalent E
- Volunteer Management Qualification D

#### Experience

- Experience of successful recruitment of, working with and managing volunteers E
- Experience of working with and/or running activities for young people aged 16-25 E
- Experience of working with colleagues to identify volunteering opportunities and developing plans to fulfil them. E
- Experience of developing and delivering training workshops and presentations tailored to young people aged 16-25. E
- Experience of measuring and evaluating impact. E
- Experience of giving feedback to volunteers in a sensitive and appropriate manner. E
- Experience of working within an NHS hospital environment with volunteers D
- Experience of working with young people to co-design or input into services and/or activities affecting them. D

#### Skills and knowledge - special aptitudes

- Strong ability to use technology in all aspects of work including designing resources, with a high proficiency in Microsoft Office programs, internet browsers, web-based systems and CRM databases. E
- Experience of NHS IT systems, specifically, Electronic Staff Record and Trac Recruitment System. D
- A working knowledge of best practice in volunteer management with the ability to develop policies and procedures and advise others on how these should be implemented in different contexts. E
- An understanding of Volunteering accreditation schemes and experience of working towards their achievement. D
- Commitment to collaborative team work and inclusive working – ensuring equality and valuing diversity. E
- Highly organised with the ability to prioritise, co-ordinate and delegate tasks and work accurately under pressure to meet deadlines. E
- Ability to build collaborative working relationships with internal colleagues and external partners at all levels. E
- Ability to plan, implement and deliver training, combined with understanding of young adult learning techniques/theories, including the creation of supporting resources. E
- Ability to negotiate successfully, resolve differences between groups and individuals and diffuse difficult situations E
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively, specifically with young people and young adults. E
- Coaching, mentoring and facilitation skills – particularly in relation to young people E
- Demonstrable knowledge of current and emerging issues in volunteering and voluntary sector, including legal implications which affect young people and their ability to take social action/volunteer. E
- Ability to influence, engage and motivate people to embrace change or new ideas E
- Excellent verbal and written skills E
- The ability to multi task E

- Ability to prioritise work and manage workload independently E
- The ability to demonstrate a proactive approach to work E
- The ability to demonstrate a flexible and organised approach E
- The ability to communicate clearly and effectively within a team E
- The ability to deal tactfully with a wide range of people-face –to-face and on the phone E
- The ability and willingness to handle confidential information without compromising the confidentiality of the Trust E
- Ability to work in a pressurised environment and remain reliable E
- Confident and articulate E

### **Personal Qualities**

- High standards of personal conduct, honesty and integrity to engage and inspire the trust and confidence of multiple stakeholders. E
- A customer-focused approach, seeking to make systems, processes and information accessible and user-friendly E
- Clear thinking, proactive and solution-focused; able to manage competing demands, make effective decisions, and think flexibly and creatively to generate solutions to problems. E
- Strong networking, social and interpersonal skills and proven ability to build relationships at all levels. E
- Naturally enterprising with the ability to seize opportunities and think creatively E
- Passionate about the benefits of volunteering to both volunteers and the organisations to which they contribute. E
- Committed to the values and principles of the Trust E
- Able to work flexibly to meet the needs of the role including some evenings and weekends to deliver training and events for volunteers where required. E
- Ability and willingness to travel between all Trust sites. E