

RAINBOWS HOSPICE FOR CHILDREN & YOUNG PEOPLE

JOB DESCRIPTION

Job Title: Volunteer Coordinator
Responsible to: Director of People
Accountable to: Director of People

POSITION SUMMARY

To recruit volunteers to provide practical help both in the hospice and across our communities in the East Midlands and actively engage with 'hard to reach' communities to encourage participation in events organised by Rainbows. Act as the first point of contact for all volunteering related enquiries, dealing with straightforward volunteer queries in a timely and professional manner, escalating complex issues where appropriate. The post-holder will be responsible for the collation and completion of all required recruitment paperwork plus paperwork required such as mandatory training. Ensure active engagement and communication between departments and volunteers.

This role will involve occasional evening and weekend working so flexibility is essential. This post is subject to an enhanced DBS check.

JOB DESCRIPTION

MAIN DUTIES AND RESPONSIBILITIES:

Operational

- Be the central point of contact for all volunteers within Rainbows.
- Promote and identify new opportunities for volunteering
- Recruit suitable volunteers with the right skills and expertise to sustain the charity's operations.
- Oversee the recruitment and resourcing function of volunteer administration ensuring excellent service is delivered in a timely manner and processes are efficient and robust.
- Maintain accurate volunteer records on our data management systems, ensuring that volunteer information is kept up to date and data is stored and processed in accordance with the General Data Protection Regulations (GDPR), Code of Fundraising Practice and Care Quality Commission (CQC) requirements.
- Take ownership and responsibility for the successful completion of all relevant induction, training DBS and associated paperwork.
- Work with colleagues within the hospice teams to support the rollout of initiatives for volunteer recruitment, retention and engagement as necessary.
- Assist other team members with volunteer recruitment at major events as necessary.
- Provide volunteer KPI information as required.

- Ensure effective communication with our volunteers through social media, volunteer newsletter, volunteer zoom.
- Process leavers in a timely manner, sending thank you letters as appropriate.

Corporate volunteers

- Develop a calendar programme of opportunities suitable for corporate volunteers which meet hospice needs.
- Working with our fundraising teams, build and maintain contacts with organisations interested in volunteering for the hospice, matching interest with activity.
- With support from our fundraising teams, deliver corporate volunteer inductions, providing support for both on and off site activity.

The postholder will be required to work from the hospice in Loughborough and remotely from time to time. It is a requirement of Rainbows that all staff work in a flexible manner compatible with their jobs and in line with the objectives of the company. The post holder may be required to work weekends and evenings from time-to-time for which time off can be taken in lieu. Please note the job description for this position may be reviewed and amended to incorporate future business needs.

GENERAL

Data Compliance and Confidentiality

- In line with national legislation, and Rainbows policies, must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies
- To comply with all Rainbows policies and procedures on Data Protection, Confidentiality and Information Security.

Behaviours and Values

- To promote, uphold and demonstrate the Rainbows values of WE CARE
- To work actively and positively as part of the wider hospice team, demonstrating a desire and ability to build relationships with colleagues across all teams
- To be able to manage time and projects effectively and efficiently and respond to shifting priorities and workloads with ease.
- To be proactive in seeking out support and finding new ways to encourage supporters to participate in our activities.
- To act always in a professional manner, respecting the needs of colleagues and co-workers, working collaboratively to ensure a harmonious work environment and following our code of conduct at all times.

Safeguarding Children and Vulnerable Adults

- To comply with Hospice and Leicester City LSCB Policy, Procedures and Practice
- To follow hospice policy regarding the management of safeguarding concerns.
- To access mandatory safeguarding training and demonstrate competence at the required level.

Equality, Diversity and Rights

Rainbows Hospice for Children and Young People is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or belief, age or sexual orientation. Our objective is to deliver high quality services that are accessible, responsive, and appropriate to meet the diverse needs of different groups and individuals. As such, we will continue to take action to ensure that staff and volunteers employed by Rainbows Hospice are culturally aware and treat every person with dignity, respect and fairness, in a way that is sensitively responsive to differences and similarities. Unlawful discrimination and other forms of exclusion have no place within Rainbows Hospice.

Responsibilities;

- To support equality, diversity and rights of all including children, young people and their families, staff and volunteers.
- To actively promote the consultation of children/young people and families and their involvement and participation in decision making.
- To work to the Hospice Equality and Diversity Policy.

Health and Safety

- To carry out duties placed on employees by the Health and Safety at Work Act 1974.
- To comply with Health and Safety Policy.
- To take reasonable care for the Health and Safety of themselves and others whom may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- To not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in the pursuance of any of the relevant statutory provisions.

- To be aware of and adhere to current policies regarding infection control at all times.

General

- To maintain a high standard of personal hygiene and presentation.
- To act at all times in a professional manner, respecting the needs of colleagues and co-operating to maintain a harmonious working environment.
- To carry out any reasonable duties as requested by your line manager or senior manager.