

Volunteer Coordinator

Department:	Health and Community Services (HCS)	
Section:	Chief Nurse	
Reports to:	Patient Advisory and Liaison Manager	
JE Ref:	HCS1100	
Grade:	CS07	JE Date: 03/05/2022

Job purpose

The post holder will work within the Experience of Care team and will play a key role in the development and delivery of a volunteer service to improve patient experience and support staff.

To develop, manage and coordinate a supportive organisation wide volunteer programme.

The post holder will work with departments across the organisation to identify and develop new volunteering opportunities.

Job specific outcomes

1. Responsibility for the recruitment of volunteers in line with the organisation's recruitment policy.
2. Manage the volunteer placements, liaising with staff as appropriate.
3. Maintain accurate and accessible records, to ensure all information pertaining to volunteers is available in a secure location.
4. Ensure relevant training and induction for volunteers is undertaken, recorded and updated within organisation timescales.
5. Provide coordination and supervision of volunteers.
6. Demonstrate an enthusiasm for volunteering and act as an advocate for a high quality volunteer experience.
7. Develop partnerships with external stakeholders. Attend public engagement events and visit schools, work places and local community groups to raise awareness of volunteering, in order to increase recruitment.
8. Promote volunteers to internal stakeholders, to understand their role and the contribution they can make.

- 9. Liaise with departments and wards to understand how they work, develop partnerships and assess their volunteering needs.
- 10. Develop, monitor and update volunteering social media accounts.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.



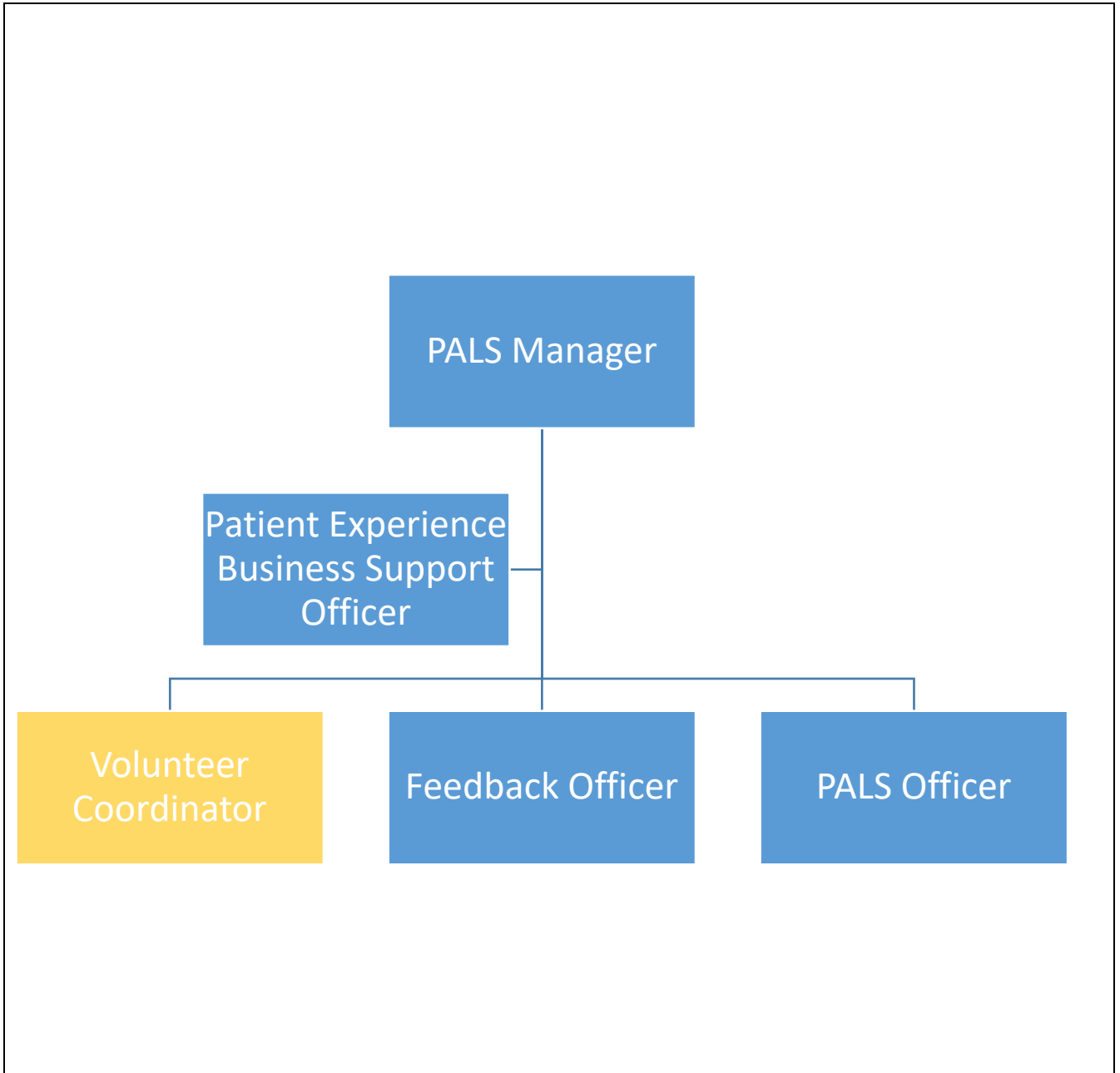
Organisational structure

One Government Departments



Organisation chart





Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to 'A' level standard, or equivalent qualification	Project management qualification
Knowledge	Knowledge of voluntary sector organisations and partnership working	Understanding of confidentiality, information governance and safeguarding Understanding of legislation and best practice guidance relating to volunteering
Technical / Work-based Skills	High level knowledge of Microsoft Office and database applications	Experience of setting up new IT programmes
General Skills/Attributes	Evidence of excellent communication skills to include verbal, listening and writing. Demonstrate the ability to communicate with empathy and diplomacy. Excellent communicator in both verbal and written skills across a wide range of staff at all levels. Ability to operate effectively as a member of the team Ability to work with all members of health and care team Well organised and ability to prioritise workload	Self-confident and assertive Ability to produce and deliver written and verbal reports Able to identify problems and propose solutions or improvements

	meeting deadlines as agreed	
Experience	<p>Experience of working in a role that includes frequent contact with service users/ customers</p> <p>Experience of dealing with issues of a confidential or sensitive nature.</p>	<p>Previous experience of working with volunteers</p> <p>Experience of working within a health and social care setting</p>

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.