

DERIAN HOUSE CHILDREN'S HOSPICE JOB DESCRIPTION

POST: Volunteer Services Manager

RESPONSIBLE TO: General Manager

The postholder works as part of the management team and is responsible for volunteers across all areas of the charity. This includes;

- Recruitment and deployment of Volunteers
- Volunteer Support and development
- Volunteer Administration

The post holder is required to build, and maintain effective relationships with volunteers and staff who manage or work alongside volunteers, and increase the number and diversity of Volunteers across the charity.

RESPONSIBILITIES

Recruitment and Deployment of Volunteers

- effective recruitment of volunteers for Derian House and Derian Lodge, ensuring they are matched and trained for a role
- recruitment of volunteers for the charity shops
- effective organising, planning and leading the induction and on going training of volunteers
- being proactive in identifying and developing new volunteer roles to fit with the needs of the charity

Volunteer Support and Development

- daily support and supervision of volunteers within the hospice
- supporting managers to work with and train volunteers
- promoting the roles of volunteers with staff throughout the organisation
- reviewing relevant policies, procedures and risk assessments, developing new ones as required to keep abreast of good practice and legislative requirements
- implementation and monitoring of voluntary services policies and procedures

Volunteer administration

- assisting staff to devise and maintain workable rotas to ensure adequate volunteer cover in the hospice at all times.
- working with the fundraising team to ensure volunteer support is available for key fundraising events throughout the year

- producing monthly reports for the General Manager providing statistics of volunteer activity
- producing a regular volunteer newsletter
- planning and organising the annual volunteer meeting
- creating and maintaining up to date confidential records of volunteers
- creating and updating paper and electronic files and database records
- creating and updating annual Care Quality Commission records
- ensuring all documentation regarding CRBS enhanced Disclosure is satisfactorily completed and stored correctly

Professional experience required

- Excellent communication skills
- Experience of managing or coordinating staff or volunteers, and ability to inspire and motivate others
- Experience of managing a number of people within a multi-disciplinary organisation including resourcing, recruitment and development of staff or volunteers
- Excellent administrative and IT skills (including Microsoft office), and the ability to produce written and oral reports and maintain records
- Requirement to be persuasive, sensitive and empathetic when dealing with volunteers, with a sensitivity to individual volunteer circumstances
- Experience of working across different sectors, and developing links with other agencies

Personal Qualities

- Friendly, outgoing manner
- A commitment to working with and supporting volunteers
- Accountable for self, actions and decisions
- A positive 'can do' attitude
- A commitment to Derian House