



*Being there for you
and your family*

JOB DESCRIPTION

JOB TITLE: Administrator / Coordinator - Clinical Volunteers

BASE: LOROS Hospice, Groby Road, Leicester

RESPONSIBLE TO: HVC Team Leader

JOB PURPOSE:

To facilitate the recruitment and deployment of clinical volunteers at the Hospice. Manage the end to end recruitment and induction processes for new volunteers, including ensuring processes are in place to facilitate the achievement of mandatory training and role specific competencies. Facilitate the process when volunteers leave and contribute to the successful, impactful and beneficial volunteer experience for LOROS and the volunteer including how the organisation acknowledges and thanks their volunteer workforce.

RECRUITMENT AND INDUCTION

1. Liaise with department managers to create adverts for volunteers and place adverts on website and other websites as appropriate to attract volunteers with the skills needed to support a variety of specialist palliative care activities. Seek out and undertake opportunities to market volunteering opportunities via a variety of channels.
2. Work with department managers to create role descriptions, person specifications and competency sheets.
3. Receive and record applications and screen prospective volunteers, signposting to other volunteering opportunities where it is more suited to the applicants skill set.
4. Arrange and facilitate interviews for prospective volunteers with the relevant department managers ensuring the outcome of the interview is fed back to the applicant and the applicant is matched to the role appropriate to their skill set, availability and circumstances.

5. Develop and maintain induction and initial training programs for clinical volunteers, ensuring training is scheduled for volunteers either cyclically or individually as appropriate to available resources and needs. Record completion of training and receipt of the volunteer's handbook.
6. Work as part of the volunteering team to ensure a consistent high quality volunteering service to meet the needs of patients, visitors and members of the LOROS workforce.

VOLUNTEER EXPERIENCE AND ADMINISTRATION

1. Act as point of contact for clinical volunteers by phone, face to face and email, convening meetings as needed and facilitating the management of volunteers by the department manager.
2. Work with the education team and relevant department managers in the creation and implementation of training packages and ensure mandatory training has been completed by all clinical volunteers.
3. Create forward planned rotas of volunteering for the In Patient Ward and Day Therapy. Maintain contacts lists of volunteers to enable the volunteers in these areas to be contacted by clinical management as needed.
4. Assist in raising awareness of the role of the volunteering opportunities within the organisation.
5. Maintain records and information systems of volunteers including demographics, availability, activity and records of training and performance, using the Hospices recognised database, ensuring compliance with data protection and confidentiality policy.
3. In conjunction with the department management, facilitate the addressing of performance (attitude, contribution and effectiveness) of clinical volunteers and where required by the relevant lead or Head of Department support meetings to address performance standards or, if needed, the termination from the service of individual volunteers.
4. Support clinical volunteers in their personal development and aspirations to develop within their role, as well as migrate to others if they wish.
5. Support communication channels with volunteers including via face to face meetings, Volunteer Voices and Zoom calls to keep them informed of hospice policies and developments.
6. Cover for the hospice Volunteer Co-ordinators as required i.e. holiday and sickness

OTHER DUTIES

1. Support the development of new clinical volunteering roles, identifying scope and role content, and create associated role descriptions, person specifications, advert and competency sheets, in direct conjunction with the department manager.
2. Be a point of contact for clinical volunteers in the absence of the department manager for individuals seeking help, advice or support.
3. Respond to department management requests to address volunteers' training needs and liaise with the education department to facilitate additional training as necessary.
4. Attend required meetings with volunteers or with LOROS staff about volunteering, including Volunteer Voice meetings.
5. Promote positively and accurately LOROS policies and guidelines to clinical volunteers
6. Assist in the review and maintenance of volunteering policies, practices and guidelines in line with current legislation/best practice/Care Quality Commission guidelines.
7. Respond positively to new initiatives that may require the support/input of clinical volunteers and contribute to subsequent service development.
8. Carry out such other related duties as may reasonably be requested by the volunteering team leader
9. Assist in raising awareness of the role of the volunteering within the organisation and externally as required.
10. Attend occasional events in the evening and weekend to meet the needs of the service.
11. Produce reports as appropriate/requested on volunteering workforce, activity and service developments.

GENERAL:

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....
Postholder

Signed..... Date

Line Manager



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk

Registered Charity No: 506120

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