



Being there for *you*
and *your family*

JOB DESCRIPTION

JOB TITLE: Transport Volunteer Co-ordinator

HOURS OF WORK: As per Contract

BASE: LOROS Hospice, Groby Road, Leicester

RESPONSIBLE TO: Director of People

JOB PURPOSE:

- To lead and co-ordinate the transport volunteer workforce.
- To manage professionally and effectively the running of volunteer driving including fleet management of vehicles.
- Provide operational support to colleagues and clinics and to ensure volunteer drivers support their transport service.
- To directly manage and lead employed drivers and Bank drivers.
- To hold the Operating Licence for LOROS Local / other LOROS vehicle.

KEY DUTIES & RESPONSIBILITIES

1. Be a role model for good customer service with transport leading our volunteers by example, with receiving visitors and patients.
2. Ensure the smooth running of transport for users
3. Develop and monitor quality standards for transport activity, engaging with audits as required and actioning follow-up plans.
4. Develop and maintain standard operating procedures for transport activities to ensure effective cascade to the volunteer team.

5. To work as part of the team of volunteer co-ordinators to ensure a consistent high quality volunteering service to meet the needs of patients, visitors and members of the LOROS workforce.
6. Actively participate in and be accountable for project work by undertaking and owning projects from inception to completion and participating in the projects of colleagues to assist in their completion.

RECRUITMENT & SELECTION

1. Play a role in marketing volunteering opportunities through the LOROS website, and other websites, and appropriate events to attract volunteers in sufficient numbers and with appropriate skills in order to support the Transport function and other areas of the hospice.
2. With support from line manager and others, recruit, interview and select volunteers in accordance with the policies and other criteria as decided from time to time.
3. Develop and maintain induction and initial training programmes for Transport volunteers, and including the essential corporate items included in the corporate Volunteering Handbook as well as distributing the Volunteers' Handbook and any Facilities and Operations Team documents. Deliver specific Transport role training to volunteers.
4. Line manage volunteers, taking responsibility for their effectiveness in their roles, their welfare and their development.
5. Work with stakeholders in the creation of role descriptions.

DAY TO DAY MANAGEMENT

1. Maintain records and information systems of volunteers including demographics, availability, activity and records of training and performance, using the Hospices recognised database and to comply with data protection and confidentiality policy.
2. Liaise with colleagues in reviewing the performance (attitude, contribution and effectiveness) of volunteers and where necessary and as required, to intervene to maintain volunteers' performance standards or, if needed, to terminate the services of individual volunteers.
3. Support volunteers in their personal development and aspirations to develop within their role, as well as migrate to others if they wish.
4. Draw up and adapt appropriate rotas to meet the needs of LOROS in respect of driving, and other areas as needed, where volunteers are rostered. To include

that volunteer back up is available in order to cover planned or emergency gaps in provision.

5. Supervise, develop and co-ordinate the activity of any particular groups of volunteers that are to be managed by the post holder and evaluate the outcomes of their work on a regular basis.
6. Manage volunteers expense claim forms keeping records of spend for budget purposes.
7. Be proficient and effective in electronic planning and in the use of SystemOne.
8. Cover for Volunteer Co-ordinators as required i.e. holiday and sickness.

VEHICLE MANAGEMENT

1. Ensure all LOROS fleet vehicles are serviced, MOT and road taxed when due, and that they hold valid LOLER and insurance certificates.
2. Ensure drivers are MIDAS trained if operating mini buses and ensure that all volunteer drivers hold a current and valid driving licence.
3. Ensure all drivers carryout essential checks of the vehicle before leaving the hospice.
4. Annually ensure that volunteers complete a declaration form if they are using their own vehicle.
5. Check ages of volunteers to ensure covered on LOROS insurance policy i.e. under 25, over 70 and over 80.

ONGOING TRAINING & SUPPORT

1. Be available for individual volunteers seeking help, advice or support at any time from the post-holder.
2. Identify and deliver volunteers training needs and develop and facilitate training as necessary, to include delivering of manual handling training.
3. Work positively to develop the potential of all volunteers.
4. Ensure that all volunteers maintain a professional approach in relation to their volunteering activities and complete mandatory training.

ADDITIONAL RESPONSIBILITIES

1. Attend and/or lead required meetings with volunteers or with LOROS staff about volunteering, including the Volunteer Voice meetings.
2. Work with the line manager and others to develop volunteers and volunteering at LOROS.
3. Assist staff in the implementation of policies and of good practice in the day-to-day deployment of volunteers.
4. Promote positively and accurately LOROS policies and guidelines amongst all volunteers.
5. Work in liaison with LOROS colleagues who themselves are recruiting volunteers so that volunteers find the role that best suits them and LOROS.
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 and accurately to new initiatives that may require the support/input of volunteers.
8. Carry out such other related duties as may be reasonably requested by the line manager.
9. Be active in generating interest and understanding amongst volunteers of the work of the organisation.
10. Attend meetings as required with Heads of Department and Management.
11. This is a position with very occasional evening and weekend working.
12. Produce reports where appropriate/requested on volunteering workforce.

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.

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