

Imperial Health Charity
**Volunteering Officer
(Charing Cross Hospital)**



Job Pack



**Imperial
Health
Charity**

HELPING
OUR HOSPITALS
DO MORE

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Imperial Health Charity is a registered charity, no. 1166084

The role

We are one year into our new three-year organisational strategy and the role of Volunteering Officer at Charing Cross Hospital will help us to deliver our ambitious volunteering plan. Volunteering is an integral part of the service we provide for our partner NHS Trust, having transformed hospital volunteering at Imperial College Healthcare NHS Trust since 2016. We are an ambitious team of passionate people, motivated to deliver an industry-leading volunteering programme that provides a high-quality experience for our volunteers and the NHS stakeholders we work alongside. This post will build, develop and grow the impact that volunteers make at Charing Cross Hospital, so if you're excited about what we do and the potential for the future - both for our work and your own career development - then we very much look forward to hearing from you. Thank you.

Chris Neal, Head of Volunteering

Key information

Hours:

Full time (35 hours per week)

Contract type:

Permanent

Salary:

£30,991 - £34,254*

*The starting salary for this role is £30,991 with the potential to progress based on annually reviewed performance.

Notice period:

Six weeks

Probation period:

Six months

Place of work:

Charing Cross Hospital, Fulham
Palace Road, London, W6 8RF

Reports to:

Volunteering Manager for
Charing Cross Hospital

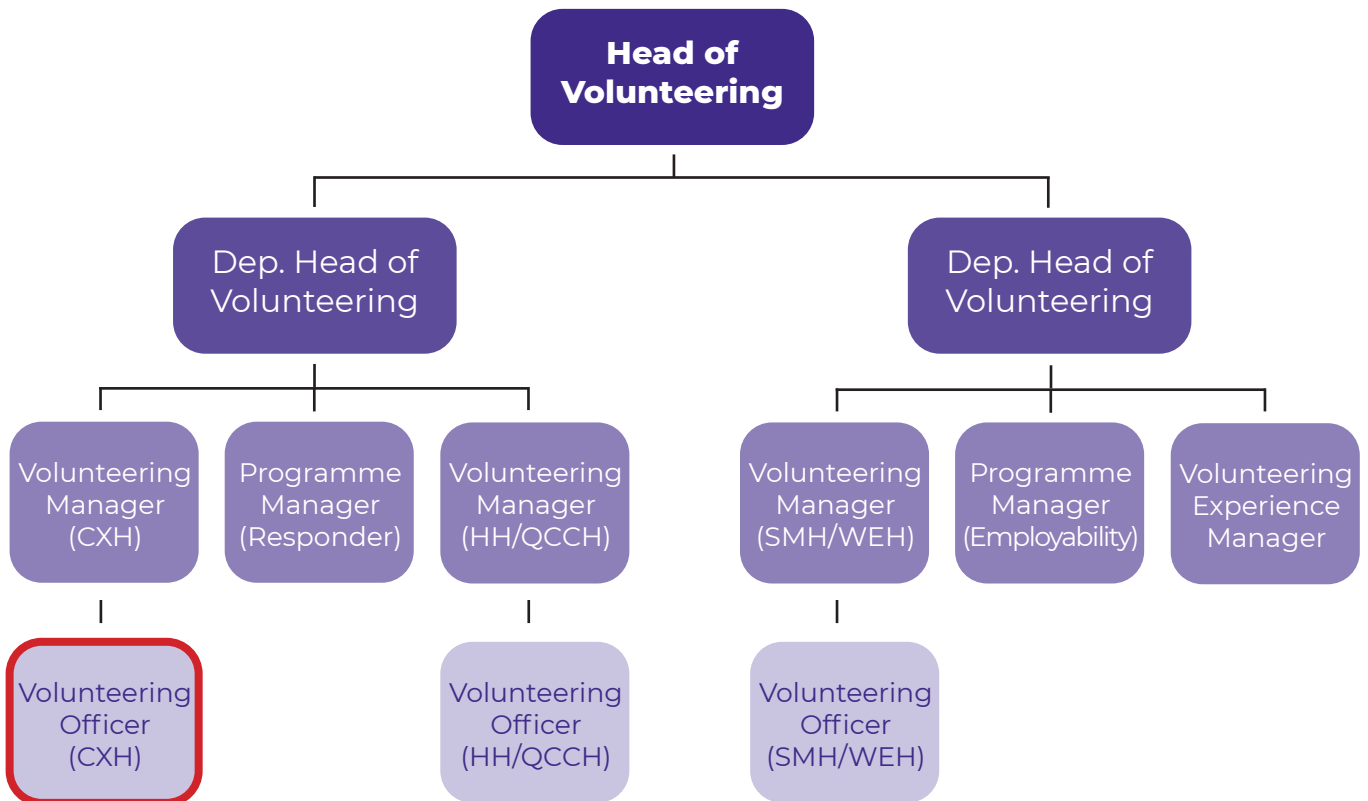
About the role

As the Volunteering Officer for Charing Cross Hospital you will lead important aspects of our volunteer journey, including the initial attraction and on-boarding of new volunteers and being the first port of call for people interested in volunteering or working with us to engage volunteers. You will provide the administrative backbone of the team, ensuring that everything is well organised and co-ordinated to provide the best possible experience for everyone who engages with us.

Day to day you will manage systems which support how we work and relationships with people, establishing links with volunteers, hospital staff and contacts from within our local communities.

You will work with the Volunteering Manager as a team to ensure that our volunteering opportunities provide mutual benefit to the volunteer and to our beneficiaries.

Organisation chart: Volunteering Department



Hybrid working

We are currently trialling a hybrid working approach, which includes a mix of office and home working on different days of the week. It is our intention to create a working environment that enables greater flexibility and at the same time maximises opportunities for collaboration. As part of this approach, the required time working in the office for this role during the hybrid working trial will be no less than two days, which provides some flexibility to work from home. However, given the nature of this role delivering an on-site hospital service, it is expected that most days will be spent on-site to fully satisfy the needs of the role.

Main duties



1. Support the attraction and recruitment of new individuals to grow our volunteering community

- Manage all enquiries and applications to volunteer for Charing Cross Hospital, liaising with the Volunteering Manager as appropriate, and supporting the Deputy Head of Volunteering with enquiries relating to the hospital or our Youth Volunteering Programme for 16 to 21-year-olds
- Manage the use of external online advertising platforms to attract new volunteers
- Monitor the effectiveness of different advertising methods and channels to inform future use
- Support the running of volunteer selection events, managing logistics and administrative preparation as required
- Support the Volunteering Manager(s) to process DBS applications for new applicants
- Manage the reference request element of our vetting process for all new volunteers at Charing Cross Hospital
- On a rota with the other Volunteering Officers, carry out daily vetting checks and system updates
- Manage the procurement and ordering process for volunteer uniforms, lanyards and name badges ensuring their timely issue to new volunteers
- Manage the authorisation and request process for hospital ID passes for new volunteers, liaising with security to ensure timely delivery and provide updates when volunteers change role or leave
- Support the ongoing engagement of reserve Crisis Response Volunteers for Charing Cross Hospital who can be quickly redeployed in the event of a critical incident affecting the hospital

- As and when circumstances require, support our on-site hospital response to critical incidents/emergency situations, working with other members of the team to deploy volunteers within the hospitals to support emergency tasks.

2. Support the delivery of a high-quality volunteer journey so that volunteers are equipped to succeed, make a positive impact and feel valued for their contribution

- Provide event logistics and administrative support for regular volunteer induction training and selection events
- Support the Volunteering Manager(s) to co-train on volunteer induction training days
- Work with the Volunteering Manager(s) to manage records for mandatory ongoing training to ensure that volunteers receive timely communications and reminders relating to their training obligations and once completed are updated on the database
- Prepare volunteer length of service awards each month and liaise with the Volunteering Manager to arrange presentations, and capture photographs and stories as appropriate for inclusion in the volunteering newsletter and other publications.

Working with other members of the team, you will either lead and/or support the delivery of the following duties:

- Planning and co-ordination of our volunteer thank you events, including managing the relationship with venues and any suppliers.

3. Develop and manage excellent relationships with hospital staff, volunteers and our local community

- Be a main point of contact for volunteers and staff at Charing Cross Hospital and across the whole Trust as required
- Support the Volunteering Manager to provide day-to-day pastoral support for volunteers, including supporting on their first volunteering shift, visiting them during their shifts (including at evenings and weekends on occasion)
- Support the Volunteering Manager to record and monitor volunteer attendance on the volunteer database and follow-up with any repeatedly absent volunteers as required
- Support the Volunteering Manager to conduct 'Working with Volunteers' briefings with teams who involve volunteers
- Build and manage relationships with educational institutes and local community groups to promote volunteering opportunities
- Work with the Volunteering Manager to ensure all volunteers are offered a review meeting after their first three months and each year
- Working with the Volunteering Managers to run training and provide coaching to hospital staff to help them work positively with volunteers.

- Support volunteers and applicants to use our online volunteer portal to manage their interactions with us.

As one of three Volunteering Officers, you will take the lead for delivering the following duties across the whole team:

- Work with colleagues in the volunteering department to produce content and send a monthly e-digest to volunteer supervisors (NHS Trust staff who manage volunteers day to day) to keep them up to date with good practice in volunteer management, recent policy updates and the latest news about the volunteering programme.

4. Support the wider work of the volunteering department

As part of the Volunteering Department, you will contribute to:

- Reviewing, revising and creating policy and process documents, as well as resources to promote and manage volunteering
- Providing advice and support to hospital staff who are working with, managing and/or supporting volunteers
- The ongoing development of our initial induction training for new volunteers to ensure they feel welcomed and better equipped to be successful in their roles
- The development of new role-specific training content with corresponding assessment criteria to equip volunteers to carry out new tasks and responsibilities that add value for our patients
- Producing engaging content for volunteer emails and newsletters within agreed timescales
- Planning thank you events for volunteers from all five hospitals
- Taking part in a regular on-call system for volunteers who are onsite out of hours
- Tracking and monitoring departmental expenditure, and supporting with administrative tasks such as invoice processing and supporting volunteer expenses claims.

5. General duties

- Maintain accurate records for stakeholders, including communication history, adhering to our data protection obligations and records management principles
- Take an active part in department and whole charity team meetings, contributing agenda items and undertaking assigned actions as required
- Take an active part in and collaborate with peers and colleagues across the charity's work, bringing your own experience and perspective so that we harness the value of our shared contributions and can work with a unified voice
- Produce regular monitoring and tracking reports about the volunteering programme for the Head of Volunteering and wider team

- Maintain an up to date knowledge and awareness of best practice, legislation and current issues in the voluntary sector, specifically within the context of the NHS and healthcare provision including safeguarding and the Disclosure & Barring Service
- Work with the relevant Volunteering Manager(s) to manage, administer and maintain an effective hospital based office
- Participate in regular supervision and collaborative objective-setting/monitoring, and actively engage in your own job-related development throughout the year
- Take responsibility for your own continuous professional development by identifying a detailed personal development plan and completing learning objectives to develop skills
- Champion our Code of Behaviour and act as a role model, ensuring that our safeguarding and other key policies and procedures are adhered to at all times so as to protect the people we work with and our reputation.

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The charity is a fastmoving organisation and therefore changes in duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.

Personal development

We will agree annual objectives and a personal development plan, which will include training as well as other learning opportunities as an essential element of the role. Where an appointee doesn't fully meet the person specification when starting in role, these areas will be addressed as a priority for the post-holder to complete within their first six months.

The person



We are looking for people who can demonstrate skills, experience and knowledge in the following important areas:

1. Working with people

- a) You will have excellent interpersonal skills with the ability to build relationships and work well with people from a variety of backgrounds, experiences and perspectives, providing impeccable customer service at all times.
- b) You will be able to give and receive constructive feedback using the most appropriate and empathetic methods as well as deal with problems or unsatisfactory behaviour/performance from volunteers and hospital staff when required.
- c) You will be able to influence people both within our organisation and in our partner organisations to embrace change and new ways of working..

2. Technical skills and experience

- a) You will be an excellent administrator with experience of managing and planning events, including bookings, venue logistics and event resources.
- b) You will be competent using IT programs, software and systems to an advanced level, specifically all of the Microsoft Office/365 programs, web-based CRM/database systems and ideally workflow/project management systems and learning management systems, although we can teach you these if not. You must be confident and competent using a variety of different digital systems in your day-to-day work.
- c) You must be able to write well for a range of audiences using a variety of different methods, including emails, mass emails, newsletters, web content and marketing materials.
- d) You will have some knowledge and experience of working within project management principles.

- e) You will have experience in and be confident presenting or delivering training to a variety of audiences, both in size and composition.

3. Workplace expectations/skills

- a) You must be an excellent administrator, able to prioritise competing demands effectively and be confident juggling multiple requests, sometimes with short deadlines.
- b) You must be able to demonstrate high standards of professional conduct, acting with integrity in line with our values and behaviours at all times.
- c) You will be a team player who puts colleagues' needs first, seeking to support the achievement of our wider team and organisational objectives.
- d) You must be able to work flexibly in order to fully meet the requirements of the job and your role objectives, which will involve evening and weekend working.

4. About you

- a) You will have a strong commitment to actively improving diversity and inclusion across all your activities and interactions, enshrining the principles of equity within your day-to-day work and the organisation as a whole.
- b) You will be a creative and passionate individual, keen to get behind and support a cause, in this case the NHS and public health.
- c) You will be able to demonstrate a commitment to improving the experience of volunteers and the staff who work with them.
- d) You will enjoy looking for opportunities to enhance products, services and ways of working.
- e) You will enjoy a fast-paced and results-oriented style of working, using your initiative to get things done efficiently and to a high standard.
- f) You will be committed to your own continuous professional development and can demonstrate recent evidence of this.

In order to be successful in this position you will also need the following skills and knowledge, however if you meet all of the points above and demonstrate the right attitude and skills that we are looking for then we are committed to providing the opportunities in your first 6-12 months for the right candidate, so gaps in the following areas should not be seen as a barrier to applying:

5. Ability to work well with volunteers based on current sector best practice, including emerging trends and legal implications as well as provide feedback in a sensitive and appropriate manner.

6. Knowledge of best practice in volunteer management with the ability to work within policies and procedures and help colleagues to implement these in different contexts.

How to apply



Visit our website to find out more about our current job opportunities.

Application deadline, provisional interview dates along with our online application form can be found at www.imperialcharity.org.uk/about-us/join-the-team

Interviews for this role will take place on Tuesday 2 May 2023.

Please note:

*All job offers with Imperial Health Charity are subject to satisfactory pre-employment checks and references. The DBS check level required for this role is **enhanced**.*

Please ensure that one of the referees you provide is your most recent employer. Professional contact details should be provided for referees where possible (i.e. company/org emails and or HR departments).

Imperial Health Charity reserves the right to close job adverts early if sufficient applications are received prior to the advertised closing date.

