

Imperial Health Charity
Volunteering Officer
(Employability)

Job Pack



**Imperial
Health
Charity**

HELPING
OUR HOSPITALS
DO MORE

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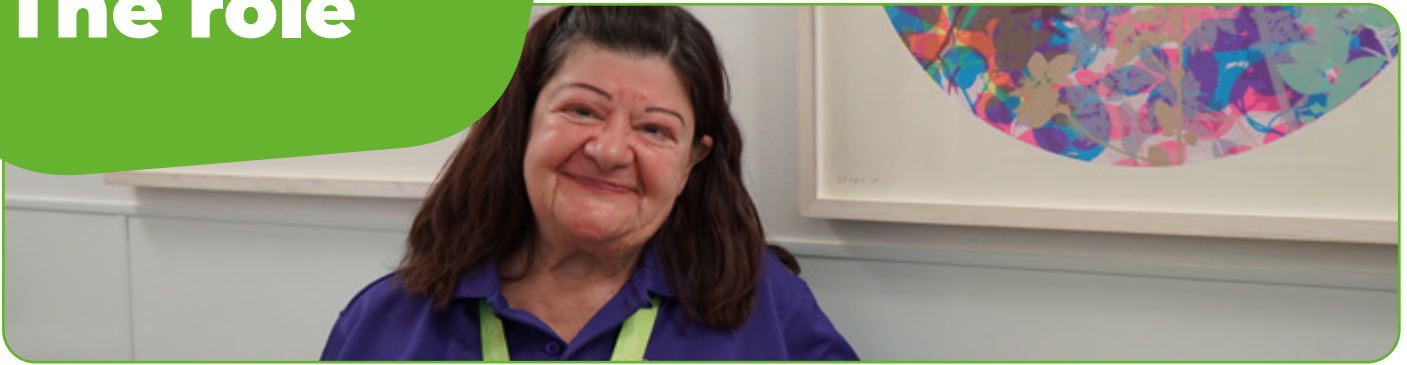
@ImperialCharity



@charityimperial

Imperial Health Charity is a registered charity, no. 1166084

The role



Key information

Hours:

Part Time (21 hours per week)

Duration:

Fixed Term (12 months)

Salary:

Band 6, Level 1 - £31,611 (Pro rata)

*The full-time equivalent salary for this role is £31,611.

Notice period:

Six weeks

Probation period:

Six months

Reports to:

Employability and Volunteering Programme Manager

Place of work:

St Mary's Hospital, Paddington
W2 1NY

Hybrid working:

We have adopted 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 for everyone and at the same time maximises opportunities for collaboration. As part of this approach, the required time working in the office for this role will be no less than 2 day, which provides some flexibility to work from home.

About the role

Thank you for taking an interest in applying for this role at Imperial Health Charity.

In partnership with Imperial College Healthcare NHS Trust we have developed a volunteering programme that supports our local community to develop their knowledge and ability to increase their employability skills, access employment opportunities within health and social care and engage in volunteering at our hospitals.

We are looking for a Volunteering Officer (Employability), to support us in the delivery and expansion of our Volunteer Employability Programme. As the Volunteering Officer (Employability) for Imperial Health Charity, you will work in partnership with our NHS Trust to utilise opportunities through Volunteering to enhance the employability prospects of people living in the local community.

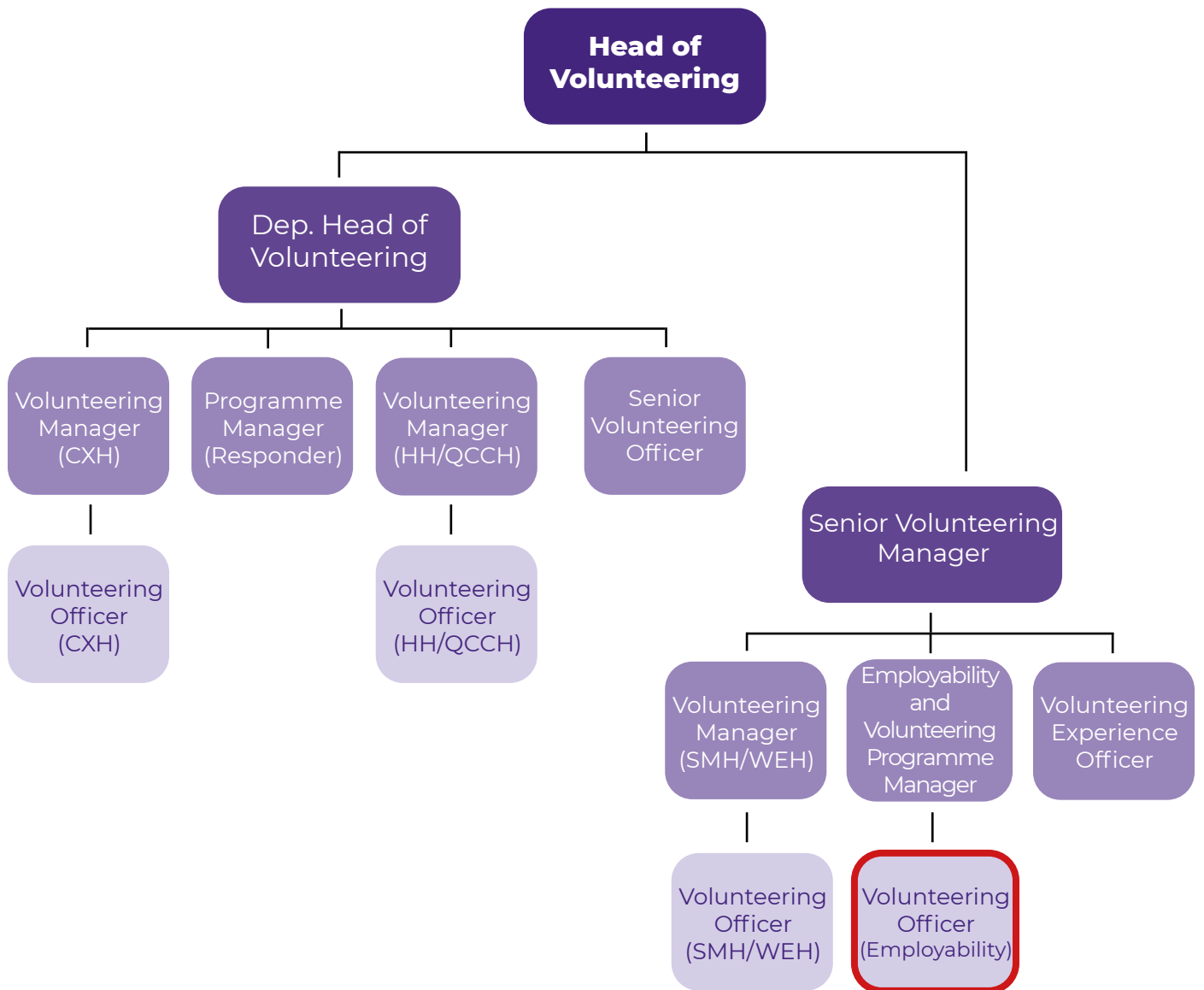
In this role, you will be expected to work alongside employability volunteers and support their journey from point of application to volunteer to being offered a role for employment, ensuring that those involved in our programme have the right skills, confidence and knowledge to volunteer and progress into employment.

You will organise both online and in-person activities for volunteers, ensuring that they receive the best possible learning and development opportunities.

Safeguarding

At Imperial Health Charity we are committed to the safeguarding and protection of children and adults at risk in our work. We will do everything possible to ensure that only those who are suitable to work with these vulnerable groups are recruited to work for us. This post is subject to a range of vetting checks, including a criminal records disclosure.

Organisation chart: Volunteering Department



Main duties



1. Main duties and responsibilities

In this role you will:

Support the attraction and recruitment of new individuals to grow our volunteering employability community. In this role you will:

- 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/interviews, 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 within the Volunteer Employment Programme.
- Carry out regular 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.
- 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.

In this role you will:

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. In this role you will:

- Provide event logistics and administrative support for regular volunteer induction training, workshops 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 and volunteer hours 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.

In this role you will:

Directly support Volunteers to participate within the programme and their journey to securing meaningful employment. In this role, you will:

- Manage a group of volunteers that require additional support one to one coaching support prior to entering employment.
- Maintain volunteer records in line with best practices.
- Ensure regular contact is maintained and recorded for the duration of the programme.
- Use diagnostic screening, assessments, and skills analysis to support volunteers and consider all options available to them to gain employment.
- Provide advice and support to develop realistic job goals with volunteers and agree tailored action plans.
- Refer volunteers to internal and external advice, guidance and support in line with their tailored action plan.
- Monitor volunteers progress against agreed action plans, providing advice and support as well as onward referrals and sign-posting.
- Maintain awareness of employment opportunities available within health and social care, highlighting these to participants as appropriate.
- Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies.

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.

Tracking and monitoring departmental expenditure and supporting with administrative tasks such as invoice processing and supporting volunteer expenses claims.

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 colleagues across the charity, bringing your own experience and perspective so that we harness the value of our shared contributions.
- Participate in regular supervision, objective-setting/monitoring and actively engage in your own job-related development throughout the year.
- Champion the charity's Code of Behaviour and act as a role model, ensuring our 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's provided only as a guide to assist the employee in the performance of their job. The charity is a fast-moving 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

Your line manager will agree annual objectives and a personal development plan, which will include training as an essential element of the role.

The person



1. Qualifications and education

You will have:

- Evidence of recent continuous professional development.

2. Previous experience

You will have:

- An understanding of the local and regional labour market and employment issues within one or more sectors or industries.
- Ability to problem solve and respond appropriately to a variety of situations.
- Experience of charities and/or health related organisations.
- Experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures.
- Ability to manage, support and review a caseload to achieve targets and participant progression.
- Experience in using motivational and action planning techniques to manage the progression of participants into sustainable work opportunities.
- Experience in action planning to manage the progression of others.
- Ability to identify individual participant's motivators to enable them to take ownership of their goals and actions.
- Experience of providing one to one support or coaching and positively.
- influencing other people's professional or personal development.
- Strong track record in achieving individual and team performance targets.

You may also have:

- Working with or alongside volunteers.
- A practical understanding of recruitment and selection processes within the NHS.
- Knowledge of employment law and disability legislation such as Employment Law, Health and Safety, Equality and Diversity, etc.
- Experience of delivering formal and informal training or coaching.
- Experience of providing support to people with disabilities.

3. Skills, knowledge and ability

You will also have:

- 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.
- 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.
- You will be able to influence people both within our organisation and in our partner organisations to embrace change and new ways of working.

Technical skills and experience

- Be an excellent administrator with experience of managing and planning events, including bookings, venue logistics and event resources.
- 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.
- 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. You will have some knowledge and experience of working within project management principles.
- Have experience in and be confident presenting or delivering training to a variety of audiences, both in size and composition.

4. Personal qualities

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.
- Be able to demonstrate a commitment to improving the experience of volunteers and the staff who work with them.

- Initiative and enjoy a fast-paced and results-oriented style of working to get things done efficiently and to a high standard.
- Be committed to your own continuous professional development and can demonstrate recent evidence of this.
- A collaborative and inclusive approach, being prepared to work as part of a wider team in the charity.
- High standards of personal conduct, honesty and integrity to engage and inspire the trust and confidence of multiple stakeholders.
- A customer-focused approach, seeking to make systems, processes and information accessible and user-friendly.
- A clear-thinking, proactive and solutions-focused approach, with the ability to manage competing demands, make effective decisions, be flexible and think creatively to come up with solutions to problems.
- The ability to establish good working relationships.
- The ability to work under own initiative and operate a flexible approach.
- A collaborative and inclusive approach, being prepared to work as part of a wider team in contributing specific expertise.

4. Other requirements

You will have:

- A commitment to the values and principles upon which the NHS operates.
- The ability to work flexibly to meet the needs of the role.
- The ability to travel between hospital sites in west London.
- No envisaged barriers to obtaining DBS disclosure.

5. Use of Artificial Intelligence

We are looking for you to demonstrate your knowledge, skills and prior (practical) experience in relation to the role requirements. We are also looking for you to demonstrate an understanding of Imperial Health Charity's work and how you anticipate contributing to this within your role.

Applications perceived to be significantly supported by the Use of Artificial Intelligence (AI) such as ChatGPT to generate, cut and/or paste answers into your application without subsequent personalisation by the applicant are likely to be scored down during the shortlisting process.

How to apply



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

Further details about this role, including our online application form, can be found at:

www.imperialcharity.org.uk/about-us/join-the-team

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.

