

LES BOURGS HOSPICE

JOB DESCRIPTION

Job Title:	Volunteer Co-ordinator
Accountable to:	Management Committee Hospice Director
Manages:	Volunteers at Andrew Mitchell House Volunteers at Les Bourgs Hospice Shops
Liases with:	Chairman of the Fundraising Committee Manager of Les Bourgs Hospice Shops

Qualifications and Experience:

The post holder should have had a good general education and possess the ability to communicate well verbally on an individual and group basis and in written form. They should have experience of working as part of a team and be able to motivate others. Management skills are an essential part of the role and the post holder will need to demonstrate skills in managing individuals and situations on a daily basis utilising delegation and organisational skills. An understanding of the part that volunteers play in any organisation is an essential requisite as is an appreciation of the uses of information technology.

Overall role:

The Volunteer Co-ordinator recruits, places and trains all volunteers working within Andrew Mitchell House and Les Bourgs Hospice Shops. The post holder is responsible for the overall management of the volunteers although, the Shop Manager has operational supervision of Les Bourgs Hospice shop volunteers. An essential part of the role is ensuring that the employment of volunteers conforms to the operational policies of the Hospice and is legally and ethically correct.

The Volunteer Co-ordinator is a key member of the Hospice Team. The volunteers work across all areas of the Hospice and contribute to the quality of services provided and are a vital element in the fundraising activities of Les Bourgs Hospice.

Specific Duties:

1. The management of the Hospice voluntary services.
2. The recruitment, placement and induction of volunteers working within the Hospice and the Shop.
3. The planning, organisation and evaluation of the initial training programme and on going training for volunteers.
4. To liaise with the Shop Manager to identify specific training needs of the Shop Volunteers and ensure that appropriate training is delivered.
5. To be available for on-going individual volunteer support, as appropriate, during agreed hours.

6. The identification of areas for developing the voluntary services within the Hospice and the shop.
7. Understanding of and dealing with 'loss' in an empathetic way.
8. To maintain confidentiality at all times.
9. With support of Hospice Director, organise the annual volunteer party and any additional functions either as separate 'departmental' events or for the combined volunteer force, as appropriate.
10. To liaise closely with the Chairman of the fund-raising committee and shop manager when appropriate.
11. To arrange food hygiene training and maintain appropriate records.
12. To maintain environmental health records, issue cleaning schedules and ensure all volunteers using the kitchen adhere to strict guidelines.
13. To assist in information and promotion work for the general public, where appropriate.
14. To maintain a weekly rota system for volunteers at the hospice and the shop.
15. To maintain full records of all volunteers and the tasks assigned to them.
16. To update hospice social media accounts in matters relating to volunteering.
17. Meet regularly with the Hospice Director and Management Committee to discuss matters relating to the service. Ensuring they are kept up to date on issues that are of concern to the Hospice and of national and regional issues relating to volunteering generally.
18. Preparation of written reports as required and the collation of statistics relating to voluntary services.
19. Maintenance of personal learning and contact with other volunteer Co-ordinators.

Note:

The nature of the above duties will change over time and alterations to this job description will be made by agreement between the post holder and the Hospice Director.