

## Job Description



**Job Title:** Volunteer Coordinator

**Department:** Volunteering Development Team (People Services)

**Responsible to:** Head of Volunteering

**Primary Work Base:** Coventry or Warwick Hospice with one day per week visiting the other site. Regular travel will be required in the wider area including our Rugby Support Hub. Working from home is also an option for one day per week.

*(NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.)*

### Role Purpose:

To provide pro-active support to our Hospice teams in recruiting, developing, engaging and retaining volunteers. Ensuring a positive experience for all volunteers at The Myton Hospices, to enable us to deliver our strategic aims. Actively promoting Myton as a volunteering organisation of choice within Coventry and Warwickshire.

### Myton Core Values

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



## **Main Duties & Responsibilities**

### **Recruitment & Selection**

1. Liaise with teams across Myton to support with the planning and implementation of innovative and engaging volunteer recruitment campaigns, to ensure the appropriate levels of volunteers within each team and promote diversity across the organisation
2. Develop community links and partnerships to ensure that our opportunities have a wide reach
3. Attend community and Myton events to recruit new volunteers (this may involve some occasional evening and weekend working)
4. Support teams to recruit, select and place volunteers in appropriate roles across our hospice-based departments

### **Induction and Training**

1. Coordinate and deliver volunteer induction training to new volunteers
2. Support the Head of Volunteering and the Learning & Development Manager to develop mandatory and ongoing training solutions for volunteers

### **Volunteer Support and Supervision**

1. Gather feedback from volunteers on their Myton experience e.g. through new starter follow-ups and exit surveys
2. Deal with volunteer complaints and safeguarding issues as determined by the hospice policies and procedures

### **Reward and Recognition**

1. Support in the delivery of appropriate reward and recognition for volunteers
2. Ensure that managers across the charity are aware of and utilising the reward and recognition resources available

### **Service Development**

1. Participate in the development and implementation of relevant policies and procedures in relation to volunteering
2. Work with partners and department leads to develop new opportunities for volunteers to be involved in our work

### **Monitoring and Evaluating Volunteering**

1. Maintain up to date volunteer records on the charity's volunteer management system, ensuring that all departments keep their data accurate and up to date
2. Provide reports on volunteer data as required for your area of responsibility

## **GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES**

### **Policies and Procedures**

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

## **Volunteers**

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

## **Confidentiality and Data protection**

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

## **Infection Control**

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

## **Equality & Diversity**

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

## **Health & Safety**

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

## **Safeguarding Vulnerable Adults and Children**

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

## **Code of Conduct**

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

## **Review of Job Description**

*This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).*

## **Employee/Managers Signature**

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Managers Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Last reviewed March 2021*