



Children's Hospices Across Scotland

JOB DESCRIPTION – HEAD OF VOLUNTEERING

Job Details

Job Title – **Head of Volunteering**

Location – in Edinburgh, Aberdeen, Kinross or Glasgow, with frequent travel to other CHAS sites. An initial period of homeworking is likely.

Responsible to – **Director of People & Strategy**

Salary – **Sector Band 9, Point 23 to 25**

Job Family – **Manager – Non care**

Job Purpose

To provide strategic leadership, vision and direction for CHAS's volunteering strategy ensuring that CHAS develops and sustains high-quality volunteer activity in support of its charitable objectives.

Key lead and influencer in ensuring the contribution, value and professionalism of our volunteers is recognised throughout the organisation and externally CHAS is recognised as an innovator and leader in the fields of volunteering. Working collaboratively within the culture and volunteer philosophy of CHAS the post holder is responsible for creatively expanding and aligning the ways in which volunteers contribute and add value to the organisation.

Strategically focused, the post holder acts as a source of professional expertise and ensures the volunteer voice is both represented and heard. As the professional lead the post holder supports the effective planning, management and development of all aspects of the Volunteering team and volunteering within CHAS.

Main Tasks

- Strategy development and planning
- Leadership and line management
- Volunteer policies and procedures
- Business partnering
- Information Governance
- Line Management
- Volunteer Communications and engagement
- The Volunteer Experience within CHAS

Job Activities

Strategy development and planning

- Develop, review and lead the implementation of CHAS's national volunteering strategy.
- Review CHAS's volunteering activity to ensure it is aligned with the CHAS Plan themes and initiatives and continues to meet the needs of children and families
- Strategically lead the development of volunteering across CHAS to expand volunteer roles, new ways of working and influence transformational change
- Develop and support the growth and sustainability of volunteering at CHAS that recognises the changing landscape of volunteering and the need to transform our approach
- Working with communications colleagues, develop a better understand of the audience of volunteers and potential volunteers. Develop and implement a communications plan to build an identity for volunteering at CHAS and expand recruitment
- Work with volunteer-involving teams to identify appropriate and effective measures to enable the charity to understand and monitor volunteer numbers, motivation, effectiveness and impact
- Analyse and interpret quantitative and qualitative data to inform volunteer planning and development and measure key strategic objectives including widening access to volunteering across CHAS and promoting equality and diversity
- Develop management capability and confidence in effectively managing and integrating volunteers within their services and teams
- Prepare and manage the Volunteering Team budget
- Responsible for the management of risk within the Volunteering Team
- Represent and champion volunteer voice throughout CHAS
- Establish and keep CHAS at the forefront of Scottish and UK volunteering organisations, providing inspiration, innovation and leadership
- Enable and support teams across CHAS to successfully engage volunteers in contributing to the delivery of strategic aims and objectives

Leadership, line management and support

- Lead, manage and be accountable for the work of the Volunteering Team
- Promote and enable a positive culture of engagement that values the work of CHAS's 800+ volunteers working alongside staff to provide services and support children and families
- As a source of professional expertise, provide advice and ensure effective collaboration with colleagues from all parts of the charity on volunteers and volunteering
- Lead on the key volunteer initiatives outlined with the 'People' themes of the CHAS Plan ensuring outcomes are delivered and impact measured
- Develop a solid understanding of the work of all directorates in the context of the CHAS Plan, and influence operational delivery or work alongside colleagues across the organisation as required
- Develop links and work with external partners in Scottish Government, Scottish Volunteering Forum and the voluntary sector, cementing CHAS as a leader in the field of volunteering innovation
- Promote CHAS's volunteering programme externally through speaking at conferences and sharing practice in Scottish and UK Volunteer Management forums
- Lead on complex volunteer relations issues

- Responsible for analysing and evaluating the Volunteering Team provision across CHAS and influence change by making informed strategic recommendations

Expert advice, volunteer policies and procedures

- Responsible for developing volunteering policy, procedures and initiatives in CHAS, including the development of guidelines, handbooks and updating and maintenance of policy documents
- Research, implement and embed appropriate systems, structures and practices for managing and supporting volunteers that ensure CHAS meets national good practice standards of support
- Keep up to date with relevant legislative and regulatory requirements and liaise with the Health and Safety Officer to ensure compliance with procedures
- Keep up to date of developments in volunteering in Scotland and the rest of the UK and develop and maintain links with other hospices, voluntary agencies and community resources local with all CHAS services and sites
- Identify, lead and project manage key Volunteer initiatives, projects and change programmes, preparing proposal/costs, facilitating employee involvement and identifying/managing risk to meet CHAS aims
- By championing best volunteer management practice, influence key business decisions to ensure effective management of volunteers including training of managers in volunteer policy and practice and the evaluation and development of best practice to embrace diversity in the workforce

Health and Safety

- Responsible for coaching employees, adhering to and monitoring compliance with the CHAS Health and Safety Management Policy and associated procedures and co-operating with CHAS in complying with its legal duties
- Sit on the Health and Safety steering group and provide expert advice to the group on all matters pertaining to health and safety of volunteers including training and induction
- Ensure CHAS meets our obligations as a volunteer organisation by ensuring best practice relating to the safeguarding of all volunteers is incorporated into our recruitment and selection process for volunteers
- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

Information Governance

- Responsible for coaching employees, adhering to and monitoring compliance with the CHAS Information Governance Framework and associated procedures and co-operating with CHAS in complying with its legal duties
- Responsible for adhering to GDPR data protection regulations in relation to sensitive personal information relating to sickness or medical conditions
- Oversight of all information governance matters pertaining to volunteer records and information handling
- Undertake the role of Information Asset Administrator (IAA) to ensure policies and procedures are followed (e.g. incident management, actual of potential security risks/incidents, asset registers)

Dimensions

- Responsible for implementing the CHAS Volunteering strategy

- Directly responsible for the line management of the four members of staff– two managers, one advisor and one coordinator
- Overall responsible for ensuring the effective management practice and support of over 800 volunteers
- Responsible for ensuring the effective operation of the Volunteer records within the Raisers Edge system
- Authorised signatory to the value of £3,000
- CHAS PVG counter-signatory for Disclosure Scotland
- Contribute to the excellence in management and organisational development through the Volunteering Strategy
- Responsible for management of risk across the Volunteering team

Decisions and Communications

Decisions

- Works with a high degree of autonomy within the agreed management structure of CHAS and required to work independently as the expert lead volunteer specialist without direct supervision
- Work derived from the People and Volunteering strategies and self-generated however responsible for reprioritising workload of self and team as necessary
- Responsible for decisions taken in relation to the Volunteering team development and planning
- Acts as the senior decision maker in complex selection decisions, taking into account variable factors such as a prospective volunteer's health and previous criminal convictions
- Required to ensure a consistency of approach to volunteering across CHAS through the development of effective working relationships and coaching / mediation providing expert advice and identifying appropriate and creative volunteering solutions where appropriate
- Externally communication is mainly with professional peers in other organisations, professional voluntary agencies, the Scottish Volunteering Forum and the Scottish Government
- Contributes as an essential member of the wider team to policy and decision making and all aspects of volunteer development and monitoring including budgets and strategic planning
- Meets self-generated objectives derived from the CHAS Plan, People Strategy, volunteer strategy, SLT/Manager initiatives and volunteer best practice. Some activity is responsive to meet SLT Directors' needs

Internal Communications

- Provide advice to SLT Directors on specific volunteer issues and best practice of a variety of volunteer issues including sensitive and volatile employee relations issues which can be at crisis point and/or highly contentious
- Regular internal communication with Chief Executive, Volunteering team and volunteers, wider team colleagues as well as other staff and teams across CHAS
- Lead on the delivery of Workplace by Facebook as the main route through which volunteer communications are handled and managed
- Provide advice and support to managers and employees across the organisation on a varied number of volunteer issues where on occasion no policy position or precedent exists
- Liaise with key stakeholders on operational issues and volunteer projects/initiatives

External Communications

- Keep abreast of best practice developments in volunteering and as a source of professional expertise, provide advice and ensure effective collaboration and networking with colleagues in professional organisations as well as other local, third sector and NHS bodies
- Other external consultants, partners and supporters including Workplace, Cross Party groups on Volunteering and leading professional webinars
- As a senior member of the management team act as a role model demonstrating positive leadership traits and behaviours whilst also representing CHAS in a professional capacity internally and externally in professional and public arenas
- Active of social media promoting volunteering and also the volunteer experience within CHAS



Children's Hospices Across Scotland

PERSON SPECIFICATION – HEAD OF VOLUNTEERING

Education, Qualifications, and Training

Essential

- Educated to Post Graduate Degree Level or similar

Desirable

- None

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Expert knowledge and experience of handling complex volunteer issues
- Expert knowledge and experience in obtaining Investing in Volunteers accreditation
- Knowledge and experience of volunteering in a palliative care setting
- Vision and understanding of the changing landscape of volunteering/volunteer development
- Excellent management, interpersonal and presentation skills
- Competent in use of Microsoft Office suite of packages and experienced in working with databases
- Collaborative worker and effective relationship builder
- Commitment to the continuing professional development of self and others

Desirable

- None

Method of Assessment – Application Form and Interview

Experience

Essential

- Experience of staff management and development with a minimum of five years' experience managing people within a multi-disciplinary organisation
- Demonstrable experience of Leading of people and teams
- Experience in the field of volunteering leadership, with responsibility for large numbers of volunteers in different locations across a wide geographical spread
- Experience of developing community volunteer programmes and resourcing
- Experience in project management and event management
- Experience in working / managing within a matrix management / business partner structure

Desirable

- None

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Acts with integrity
- Works co-operatively with colleagues to improve service
- Forms meaningful relationships with others
- Demonstrates initiative and acts with effectiveness
- Accountable for own actions and decisions
- Commitment to ongoing learning and development
- Commitment to CHAS core value, vision and purpose
- Commitment to working with/supporting volunteers
- Professional attitude to work
- Views change as a natural, positive and a continuing process

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Willingness to travel between CHAS sites

Desirable

- None

Method of Assessment – Application Form and Interview