

helpforce



RECRUITMENT PACK



Thank you for taking an interest in joining Helpforce!

We have put this recruitment pack together to give you more information about our organisation and to give you a feel for what it's like to work with us.

The past few years have seen some exciting changes and growth within Helpforce. Here, we hope to provide you with an overview of how we began; where we are as an organisation; our values and beliefs and our strategy.

ABOUT HELPFORCE

Helpforce was set up in 2016 as a charity, when its Founder, Sir Tom Hughes-Hallett, former Chair of Chelsea & Westminster Hospital, realised that the NHS needed help to maximise the impact of volunteering. His vision was to see volunteers to be part of patients' journey, so that volunteers can help enhance patients' experience and help free staff time so they can focus on treating patients.

The work of Helpforce has evolved since then, but has always been driven by a desire to transform the experience of patients, their carers, staff, and volunteers, through the power of volunteering.

WHAT WE DO

“Helpforce partners with health and care organisations to increase volunteering opportunities and accelerate their impact”

- We co-create innovative solutions with health and care organisations.
- Enable organisations to maximise the potential of volunteering to improve outcomes for people and services
- Connect the people leading volunteers to improve quality together.

HOW WE DO IT

- Partner with organisations to grow impactful volunteering opportunities
- Capture and share the insights & impact to build the case
- Persuade leaders to invest in volunteering

OUR VISION

Our goal

By 2025, through our Back to Health campaign, we will have worked with 100 partners across the UK to create high-impact volunteering opportunities that help one million people to get back to health.

Our core values and behaviours shape Helpforce's culture. They embody how Helpforce and the team will conduct themselves and make decisions.

Our mission, values and actions provide us with a clear and strong strategic position.

OUR MISSION is to accelerate the growth and impact of volunteering in health and care.

OUR VALUES

We will harness the power of community by:

- Connecting people
- Creating and learning together
- Being inclusive

We will champion volunteer innovation by:

- Driving improvement through evidence
- Pioneering new services
- Being curious about new ways of working

We will have integrity in all we do by:

- Delivering on our promises
- Being open and transparent
- Being a trusted partner



OUR STRUCTURE

We work in an agile way.

We have a Senior Management Team (SMT) that meet regularly and they are very active in the day to day running of the organisation. Our management team consists of:

- Mark Lever (Helpforce Chief Executive)
- Maeve Hully (Director of Volunteering)
- Paddy Hanrahan (Director of Strategy and Innovation), and
- Sian E Ross (Finance and Operations Director)

We aim to keep our team's structure simple, flat and flexible. Our aim is to empower and support team members in fulfilling their roles and responsibilities.

"It's amazing that every month I attend a meeting with the CEO and directors where they asked for my input into the plans and ideas for the charity and our strategy.

I've never worked in an organisation where each one of us involved in playing a key part in driving the organisation forward.

I feel highly valued and it's great for my confidence and development."

(Helpforce staff member)



WHY WORK FOR HELPFORCE?



Do you care about our NHS and health and social care organisations and how effective they are in providing essential care and treatment?



Do you want to play a part in creating more awareness of how important volunteers are to these types of organisations?



Are you a passionate and adaptable person who is passionate about making a difference?

EQUAL OPPORTUNITIES & DIVERSITY

We encourage applications from all backgrounds, communities and industries. We're committed to having a team that has diverse skills, experiences and abilities. We are committed to equality, inclusion and diversity within our workforce and all opportunities provided by Helpforce.

FLEXIBLE WORKING

Our offices are located in central London. However, we offer agile working and all our staff work remotely, with the occasional need to visit the office and we support flexible working.

We all work remotely, with monthly meetings in the London office; we support a flexible working approach.

TEAM FOCUS

Our culture is friendly, open and inclusive. We have regular team meetings, via video catchups and the occasional in-person social.

We offer a compassionate and supportive working environment, which is solution-focused and hardworking. Our staff work towards KPIs that are identified from our organisation's strategy. Staff are appraised by their line manager, which is an opportunity to celebrate achievements, solidify learnings and highlight areas of focus for the coming months.

We provide platforms and opportunities for team members to recognise others when they would like to. We want to make sure that everyone feel valued and that their hardwork doesn't go unnoticed. Our culture focuses on continuous improvements where we encourage open communications and feedback to help us improve our services and practices.

SOCIAL RESPONSIBILITY

We have taken steps to ensure that we are conscious of the social, economic and environmental impact of all that we do, and that we actively work towards becoming more sustainable in our practices.

We give our staff paid time off to undertake volunteering activities and we are active in our local communities.

CAREER DEVELOPMENT

We value continuous improvement and support professional development and promotion from within. We want our people to learn and grow and we offer a range of training and development opportunities.

COMPANY BENEFITS

In addition to a competitive annual salary we offer the following benefits:

- ✓ **ANNUAL LEAVE** – 25 days holiday per year, bank holiday and Christmas/New Year closure.
- ✓ **ENHANCED FAMILY LEAVE** – enhanced maternity and adoption pay.
- ✓ **LIFE INSURANCE** – death in service benefit at a flat rate of £100,000
- ✓ **FLEXIBLE WORKING PRACTICES** – including job shares, part-time, compressed hours and remote working.
- ✓ **COMPANY PENSION** – the People's Pension scheme employer contributions 5%, employee contributions 4% and 1% tax relied government contribution.
- ✓ **EMPLOYEE ASSISTANCE PROGRAMME** – Confidential support for everything that life throws at you.

What our staff say about working at Helpforce:

*"I am proud to be part of the Helpforce movement (I consider it more than a regular job) and **feel fulfilled** in my particular role."*

*"We have a collaborative way of working as a team, **respectful, supportive, innovative and impactful.**"*

*"We are achieving **remarkable** results with a small team."*



A snap shot of Helpforce team!

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Thank you

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www.helpforce.community

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