#### JOB DESCRIPTION

**(To be read with the Person Specification and NHS KSF outline of this Post)**

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| **POST TITLE:** | Volunteer Service Manager |
| **DEPARTMENT:** | Patient and Nursing Services |
| **DIRECTORATE:** | Patient and Nursing Services |
| **BAND:** | Band 7 |
| **HOURS OF WORK:** | 37.5 Hrs per week |
| **SHIFT PATTERNS:** | Office Hours |
| **OTHER POST DETAILS:** |  |
| **BASE:** |  |
| **REPORTS TO:** | Deputy Director of Nursing |
| **DATE:** | 25th November 2015 |
| **WRITTEN BY:** | Fiona Barnes |

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| **1.** | **ORGANISATIONAL CHART** |
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**N.B. – Proposed structure.**

**2. KEY RELATIONSHIPS**

Director of Nursing, Midwifery & Patient Services, Deputy Director of Nursing & Midwifery, Friends of Northampton Volunteer Lead, Associate Directors of Nursing & Midwifery, Matrons, Ward Sisters, Practice & Professional Development Team, Junior Ward Sisters, Service Managers, Ward Housekeepers, Estates and Facilities, Infection Control Team, Trust Clinical Governance Staff, PALS, Clinical Directors, Professions Allied To Medicine and other clinical and managerial staff, patients, public, other external volunteer organisations and all volunteers.

3. **PURPOSE OF THE JOB**

* This post provides the leadership and strategic management of the Volunteer Service across the Trust
* This role will develop and implement the strategic direction of the Volunteer Service within the Trust and will implement the strategic plan
* This post will provide the visible leadership and day to day management of the Volunteers’ Service. Provide management and leadership to all volunteers within the Trust’s Volunteer schemes
* Support and advise Trust personnel on all aspects and methods of volunteer involvement
* Maintain established processes to ensure that all volunteers coming to the Trust undergo the required standards of pre-placement checks
* Develop strong working relationships with Trust based personnel and departments, external agencies/organisations both in the voluntary and public sectors
* Liaise with the Communications Team to co-ordinate publicity relating to voluntary services within the Trust and ensure that the scheme is positively promoted
* Interpret and implement statutory legislation for safeguarding across the Trust for volunteers (Childrens Act and H&S Care Bill)

**4. MAIN DUTIES**

**Managerial & Leadership**

* To develop, promote, organise and manage the hospitals voluntary services across the organisation.
* To establish and develop effective policies for the utilisation of volunteers.
* To recruit, train and place volunteers throughout the Trust.
* To ensure that volunteers are co-ordinated throughout the Trust in appropriate areas and have a positive attitude.
* To assure all work undertaken by the volunteers is underpinned by the core values of the Trust and 16 point plan.
* Provide leadership and management for the Volunteers’ Service across the Trust in all departments
* Demonstrate advanced communication skills across different mediums and different audiences from Executive Board to public forums
* Develop and implement the strategic plan for the Volunteer Department and develop the future potential of the Volunteers’ Department
* To provide an advocacy and mediation role to volunteers and staff
* Contribute to the delivery of the organisation’s objectives including a balanced budget
* Develop a positive unit culture where staff and patients alike are treated with respect and dignity, where nothing is too much trouble and people feel truly valued and cared for
* Adherence to, and awareness of, governance structures utilising the appropriate risk management mechanisms and investigation methods where necessary
* Responsible for the recruitment and selection, retention and development of the volunteer team to their full capacity, managing capability where appropriate and ensure close liaison with relevant staff groups
* To work with the Trust team to identify opportunities for volunteers to contribute to the delivery of specific projects and services.
* To agree the volunteer role and responsibilities within the Trust and specific projects. Communicate the role amongst the Trust employees.
* To be responsible for the overall direction of and management of the volunteers. Arrange work rosters for the volunteers in all divisions/departments to support clinical activities in accordance with the needs of each department.
* To ensure that all volunteers are fully conversant with the conditions and rules of the Trust and NHS.
* To develop with key stakeholders and embed common operating standards for volunteers across the trust.
* To provide individual and group support for volunteers on a regular basis throughout the year.
* To ensure compliance with Health and Safety procedures for volunteers
* To maintain appropriate information and recording systems relating to the Trust Volunteer programme. To maintain and up to date and accurate database of volunteers working in the Trust.
* To liaise effectively with Divisional Leads/Ward Managers and or specific project staff to assist the development of the Trusts Volunteer programme.
* The post holder will be a member of the Patient Experience Group and will attend quarterly meetings, and provide written assurance on development of the Volunteers service to the Board (public meetings) quarterly.
* To produce written/ verbal reports to the Patient Experience Strategy Group as required, including quantitative and qualitative reports.
* To review current systems and if necessary establish effective systems to enable the Volunteer programme to function effectively and ensure that monitoring and evaluation is appropriate and robust.
* To represent the Voluntary Services Department at meetings within the Trust.
* To ensure that agreed standards, specific project outcomes and targets are achieved in-line with the Trusts aims and objectives.
* To promote the volunteer programme through the use of local media, further educations providers, voluntary organisations, Community groups and local business with the view to recruitment and development of volunteers.
* To keep abreast of development trends in the field of volunteering and maintain links with other NHS Volunteer coordinators, external volunteer organisations and volunteer manager’s peer groups.
* To understand that working in a developing environment you will be required to undertake appropriate duties and projects as required for the effective operation of the Trust for the benefit of patients, carers and their families.
* To be committed to equal opportunity principles and to comply with NHS and NGH policies and procedures relating to equal opportunities.
* The post holder will be required to liaise and work with external volunteering organisations to support and recruit volunteers within the Trust.
* To participate in Personal development, to use all relevant learning opportunities and share knowledge with key stakeholders.
* To ensure compliance with all relevant regulations and manage associated risk.
* Identify how volunteers can contribute to strategic Trust goals
* To line manage the Voluntary Services Co-ordinator
* Ensure that all legislative requirements are met and known to staff and volunteers
* Develop or update policies and procedures as necessary
* Work with Trust colleagues in service modernisation/ transformation
* Incrementally increase numbers of volunteers across all Trust sites
* Ensure delivery of volunteering and voluntary services objectives aligned to the wider patient experience team and trust strategic priorities

**Resource Management**

* Manage the delegated budgets effectively, bringing in a balanced budget at the end of the financial year
* Promote understanding of ‘Value for Money’ concepts ensuring that junior staff recognise budget constraints. Encourage staff to participate in the management of budget systems
* Develop and oversee updates and general communication with volunteers to keep them well informed and engaged, including regular volunteering meetings and newsletters
* Identify potential sources of funding facilities development of voluntary activity within the Trust and between the Trust and external agencies
* Identify and research potential funding opportunities
* Develop a programme of reward and recognition for all volunteers
* Maintain the development of an annual fundraising strategy in conjunction with the Friends of Northampton
* Ensure that all community and charity fundraising is conducted in accordance with current legislation and best practice
* Identify and source relevant training courses for volunteers, ensuring that all volunteers are up to date with mandatory and statutory training requirements
* Lead responsibility for the selection and recruitment of volunteers, ensuring that appropriate standards are maintained and that safety of patients is also maintained
* Maintain register of volunteers detailing activity and roles
* Work always to ensure the welfare of volunteers within Northampton is promoted and provide assistance to individuals in skills acquisition enabling future employment
* Database – source, implement and maintain comprehensive database to record volunteer information, including DBS, training etc.

**Patient/Client Feedback**

* Develop staff communication skills, enabling them to be pro-active in the management of complaints, anticipating potential complaints in order that they can be dealt with appropriately
* Ensure effective systems are in place to gain patient/client and carers’ feedback on their experience of care, celebrating the compliments received, acting on development areas as identified
* Should formal complaints occur, ensure these are answered in a timely and accurate manner as per the relevant policies. Involve staff in the complaint investigation, response and development of the action plan (where appropriate)
* Where appropriate, learn from complaints and make service changes to prevent further complaints from occurring, thus enhancing the standards of care offered to patients
* The post holder will put in place appropriate measures that effectively monitor the service, to ensure that volunteer involvement is of a high quality, and that it contributes positively to service quality and outcomes, the experience of patients, service users, their families and carers.
* The post holder will fully observe and support the Equality and Diversity policy of the Trust, in order to encourage and enable a diverse range of people to volunteer, understanding the importance of diversity within volunteer recruitment.

## Education & Development

* Ensure that appropriate training is identified, developed and implemented to support safe practice for volunteers, across Trust services
* Ensure all volunteer staff adhere to Trust mandatory and Role Specific Training at 85% compliance
* Ensure all staff comply with the Disclosure and Barring Service (DBS)

## Governance

* Implement and manage clear governance structure for volunteers across the Trust
* Ensure compliance with policies, procedures and guidelines for self and others, participate in the development of same
* Work with Managers and Heads of Department to identify expert patients as volunteers
* Work with Managers and Heads of Department to establish departmental requirements and design of volunteer roles
* Ensure that volunteers work to an agreed standard and that issues relating to capability or performance are dealt with sensitively and effectively
* Provide advice and information to other public sector organisations regarding the development of voluntary services and their contribution to health and social care.
* Promote equality in all services and volunteer activity
* Support diversity and promote the rights of individuals
* Provide support and advice to patients and all grades of staff as appropriate
* Initiate, manage and evaluate changes that lead to better practice and higher standards of care. Encourage the implementation of service changes following incidents/complaints/patient feedback; ensuring systems are in place to manage all risks and to regulate professional practice
* The post holder will be responsible for ensuring regular audit is undertaken within the Volunteers Service.

**Policies and Procedures**

* Adhere to Trust Policies and Protocols, ensuring that all staff have an awareness of them, are competent in their use and use them appropriately

**Duties of the Post**

The duties above indicate the post holder’s main responsibilities but are not exhaustive. They may be jointly reviewed with the post holder according to experience and to support service development.

1. Patient/client care
2. Policy/service development implementation
3. Financial & physical resources
4. Human resources
5. Information resources
6. Research & Development
7. Freedom to Act

**5. OTHER INFORMATION**

* The postholder may be required to carry out other relevant duties as required.
* The postholder will adhere to the duties specified under the Staff Responsibilities of the NHS Constitution in their day to day work and behaviours.
* The postholder will be expected to aspire to the Values and Quality Statement of the Trust in their day to day work and behaviours in order to support the Trust in achieving its Vision.
* The postholder will adhere to, at all times, any Professional and NHS Code of Conducts for their area of work.
* The postholder will make themselves familiar with, and adhere to, at all times, the policies and procedures of the Trust.
* The postholder will be expected to participate in the Trust’s objectives, contractual obligations and governance agenda.
* The postholder will be expected to work to any Care Group/Directorate/Department objectives and standards set in order to provide an acceptable level of service.
* The postholder will be expected to undertake training, including mandatory training, relevant to their role and ensure it is renewed as required.
* The postholder will be expected to comply with equality and diversity legislation and related Trust strategies.
* The postholder will act, at all times, in a courteous, dignified and respectful manner when dealing with patients, staff and visitors to the Trust.
* The postholder will support the Trust in minimising its environmental impact by, for example, recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.
* **Health and Safety and Risk Management –** The postholder must co-operate with Trust management to ensure the Trust’s working and care environments are safe from significant risk and must not do anything that will place themselves, colleagues, patients or others at risk. The postholder must use any machinery, equipment, medical device, dangerous substance, transport equipment, means of production or safety device provided to them by Trust management, in accordance both with any training in the use of the equipment concerned which has been received by them and the instructions respecting that use which have which have been provided to them by Trust management in compliance with the requirements and prohibitions imposed upon the Trust by associated Health and Safety Legislation and The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. The postholder must report all accidents, incidents and near misses, ensuring they are recorded on the Trust’s Datix system. The postholder must inform their manager or safety representative of any situation which they would reasonably consider represented a serious and immediate danger to health and safety; and of any matter which they would reasonably consider represented a shortcoming in the Trust’s protection arrangements, risk assessments, management controls for health and safety, risk management or service delivery.
* **Confidentiality and Information Security –** The postholder must adhere to the Trust policies and legislation regarding confidentiality and data protection. Any breach of confidentiality may result in disciplinary proceedings, which could result in dismissal and may also result in civil action for damages.
* **Freedom of Information Act 2000 and Non-Health Records Management -** The postholder is expected to comply with Trust policies and procedures on the Freedom of Information Act 2000, Non-Health Records Management and other regulations for the management of Public Records. The Trust requires that all staff contact the Freedom of Information Manager for advice and guidance on all matters pertaining to the Freedom of Information Act. They must also ensure that Freedom of Information requests received directly are referred immediately to the Information Governance Manager.
* **Infection Prevention and Control of Healthcare Associated Infection -** The post holder is expected to comply with the Trusts Infection Prevention and Control Policy and take appropriate action where non-compliance is evident. To conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.
* **Safeguarding -** The postholder will comply with legislation and Trusts policies relating to safeguarding children and vulnerable adults

**NHS Indemnity -** Please find further information from the NHS Litigation Authority (NHSLA) at <http://www.nhsla.com/Pages/Home.aspx>

This job description has been written in conjunction with the Knowledge and Skills Framework Post Outline for the post/ job role including the Core Dimensions, which each employee needs to achieve. This is compliant with NHS Terms and Conditions of Service.

**This job description reflects the present requirements and objectives of the post; it does not form part of the contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the postholder. It is the Trust’s aim to reach agreement on reasonable changes, but if agreement is not possible the Trust reserves the right to effect changes to the postholder’s job description after consultation with them. Appropriate notice of such changes will be given.**

Employee Name…………………………………………………………………………………..…

Employee Signature: ….. ……………………………. Date: ……………………………

Manager Name: ……………………………………………………………………………………..

Manager Signature: …………………………………… Date: ……………………………