



## Volunteer Project Manager, End of Life Care Band 6

***The very best care, for every patient, every day***

Our values give us all a common purpose and help patients, as well as their family and friends, to know what to expect of everyone they meet when they visit one of our hospitals. These values will be promoted and embedded in policies and procedures to ensure they are reflected in all Trust staff members' conduct

## **JOB DESCRIPTION**

**Job Title: Volunteer Project Manager, End of Life Care**

Grade: Band 6

Job Type: Fixed Term (12 months)

Working pattern: 22.5 hours per week (Mainly Monday to Friday during office hours, but with some flexibility to be available during evenings and weekends for training and events).

Department: Voluntary Services

Division: Corporate

Site / Base: Watford General Hospital

Reports to: Voluntary Services Lead

Accountable to: Charity Director

DBS Clearance: Enhanced

## **KEY RELATIONSHIPS:**

### **Internally:**

Voluntary Services Lead; Charity Director; Head of Pastoral Care (Chaplaincy); Macmillan Palliative Care Team Leader; volunteering team; pastoral care team; Macmillan End of Life Care Nurse Educator; end-of-life-care volunteers. Liaise with: senior nurses and ward staff across Watford General Hospital; admin staff.

### **Externally:**

Voluntary & Statutory Organisations, Local Hospices, Helpforce, Marie

### **Curie. JOB SUMMARY:**

It is widely accepted that no one should die alone, but the reality is that this fate occurs to far too many people in the UK. At West Hertfordshire Hospitals NHS Trust, we have been trialling an end-of-life care volunteering project because we want to ensure that all our patients feel cared for in their final days, and that family and friends are comforted to know that their loved one is being cared for at this precious time.



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A one-year grant has been secured from HelpForce to take forward the learnings from the pilot and unroll a project across Watford General Hospital.

The postholder will be responsible for completing the pilot and use the findings to influence and

initiate a full service providing end-of-life-care (EOLC) volunteers to support all end-of-life inpatients

- the recruitment, training, supervision and coordination of EOLC volunteers. · setting up and embedding an appropriate referral system for nursing staff to refer patients to be supported by EOLC volunteers.
- ensuring professional, robust processes for the recruitment and training of end-of-life-care volunteers are adhered to.
- working with the Charity Director to source ongoing funds for the project · Supporting Response Volunteer Hub

## STRUCTURE CHART:

Patient Experience Lead

Voluntary Services Lead

Head of Pastoral Care (Chaplaincy)

## VALUES

Volunteer Project Manager,  
End of Life Care

Voluntary Services Administrator x

## MAIN DUTIES AND RESPONSIBILITIES:

The post holder will uphold and display Trust values of Commitment, Care & Quality

## OPERATIONAL

### Establish and Coordinate End-of-Life-Care Voluntary Services Function

- To complete the pilot EOLC volunteer project, including full analyses and write up of the pilot. · Establish a thriving EOLC volunteer function to effectively offer support to all EOLC inpatients, particularly those not already provided with specialist support.
- Create a bespoke advertisement campaign to select and recruit appropriate volunteers (min. of 25). · Ensure appropriate bespoke vetting procedures are devised and undertaken for all EOLC volunteers to ensure they are appropriate for the highly emotive role they will be undertaking. · Ensure all Trust volunteer recruitment checks and processes are undertaken for every volunteer. · Ensure all EOLC volunteers complete the mandatory e-learning and keep up to date with renewals. · Work closely with the Macmillan EOLC Nurse Educator to develop a bespoke specialist EOLC volunteering training and induction programme for the volunteers.
- Work closely with the Macmillan EOLC Nurse Educator to develop a bespoke training programme for continued development for the EOLC volunteers.



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- Work closely with the Head of Pastoral Care to create and embed a referral system for staff to refer patients to the EOLC volunteer project.
- Ensure data collection and monitoring systems are implemented to provide accurate statistics and information to support and evidence the project's success.

- Provide monthly peer supervision sessions for EOLC volunteers and offer ad hoc one to one supervision sessions for volunteers as required.
- Ensure appropriate mechanisms are in place to promote the safeguarding of the patients, staff and volunteers.
- Ensure appropriate mechanisms are in place to monitor, supervise and evaluate volunteers' engagement with patients, families/carers and staff.
- Work closely with the Head of Pastoral Care to ensure that Pastoral Care volunteers and EOLC volunteers understand the distinction between the two roles.
- Support Response Volunteer Hub

**Responsibilities for Communication, Promotion and Reporting**

- Provide monthly summary reports to the EOLC volunteer MDT, the Charity Director and Helpforce. · Provide full analyses and write up of the pilot project to be used as a foundation for implementing the full project.
- Provide an interim report of the projects progress at six months (half way).
- Provide full statistic, analyses and write up of the project at 12 months (completion of fully embedding the project).
- Promote the project across the hospital to all staff, particularly ward staff, who will be primary referrers of patients to the project.
- Promote the project externally, particularly for recruiting new volunteers.
- Organise and attend bi-monthly meetings with the EOLC volunteer advisory group which will act as a steering group for the project.
- For the purposes of shared learning, liaise with the Helpforce network, in particular, the EOLC volunteer coordinators and project managers' network.
  - Embed the EOLC volunteers into everyday Trust life by showcasing project achievements. · Support the Voluntary Services Manager and the Charity Director to develop a case for onward funding of the project to become an established ongoing service beyond the initial year.

**EFFORT AND ENVIRONMENT**

The following information is required for all posts in order for the “effort and environment” factors required for Agenda for Change to be taken into consideration when banding posts.

<b>Information Required</b>	<b>Please complete as appropriate for the role</b>
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<p><b>Physical</b> Examples - the nature, level, frequency and duration of the physical effort required for the job e.g. Kneeling, crouching, work in confined space, sitting, standing, walking, lifting, pulling, running, pushing</p>	<ul style="list-style-type: none"> <li>- Sitting at a computer while doing admin. - Walking to and from different buildings.</li> <li>- Lifting volunteers' files.</li> <li>- Filing.</li> </ul>
<p><b>Mental</b> Examples - the nature, level, frequency and duration of the mental effort required for the job e.g. Checking documents, calculations, analyzing statistics, operating machinery, microscope work, assessing patients, formal minute taking, teaching. Also measures whether the postholder will be subject to interruptions</p>	<ul style="list-style-type: none"> <li>- Need to be able to check documents and make judgements on DBSs and work with databases. - Long periods of concentration.</li> <li>- Answering telephone.</li> <li>- Working with computer programmes.</li> <li>- May have a number of interruptions.</li> </ul>
<p><b>Emotional</b> Examples - the nature, level and frequency of emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding. E.g. giving un-welcome news to staff/patients, dealing with difficult situations / circumstances or, caring for the terminally ill, typing / processing reports / letters transmitting highly distressing events, managing major change etc.</p>	<ul style="list-style-type: none"> <li>- Dealing with difficult telephone conversations and face-to-face conversations with distressed/anxious volunteers.</li> <li>- Supporting volunteers who are volunteering in a highly emotive role</li> <li>- Regularly receiving information about dying patients.</li> <li>- Providing peer supervision sessions to volunteers who carry out a highly emotive role.</li> <li>- At times negotiating and dealing with conflict.</li> </ul>
<p><b>Working conditions</b> Examples - the nature, level, frequency and duration of demands arising from adverse environmental conditions and hazards which are unavoidable and required for the job. E.g. Frequent use of a VDU, exposure to extreme temperatures, working at heights, unpleasant smells, dust / dirt, aggression, noxious fumes, chemical spills, fleas, lice, body fluids, foul linen. It also includes any exposure to aggressive / challenging behaviour</p>	<ul style="list-style-type: none"> <li>- Possibility of long periods of time filing and data inputting.</li> <li>- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work. -To co-operate with Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.</li> <li>- To attend mandatory and statutory training sessions in the interest of Health and Safety. - Frequent use of VDU.</li> <li>- At times might be in conflict situations.</li> </ul>

Author: Ruth Paterson Date: 05/09/2019



**Person Specification Form**

Job title: Volunteer Project Manager, End of Life Care

Grade: Band 6

Department: Voluntary Services

<b>Factors</b>	<b>Essential requirements</b>	<b>Desirable requirements</b>	<b>Measurement E.G:</b> <i>Application form/CV/Assessment/Interview</i>
<b>West Hertfordshire NHS Trust Values</b>	Demonstrable ability to meet Trust values of <b>Commitment</b> <b>Care</b> <b>Quality</b>		
<b>Education &amp; Qualifications:</b> <i>e.g. level of education, professional qualification, registration requirements, evidence of further professional development</i>	- Educated to degree level in a related subject, or equivalent experience	- Supervision qualification - Project Management Qualification, or equivalent experience	AF
<b>Knowledge:</b> <i>e.g. requirement of technical expertise or knowledge specific to the role</i>	- Knowledge of administrative procedures and data collection.  - knowledge of project management  - knowledge of information analysis and reporting  - Demonstrable knowledge and awareness of good practice and safe governance in the recruitment, training,	- Knowledge of end of life care and the specific considerations when working with volunteers supporting the dying - Knowledge of the specific considerations required when working with volunteers in an acute hospital setting.	AF/I



	<p>placement and supervision of volunteers.</p>		
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	- Knowledge of volunteers supporting health & social care needs in an acute hospital setting.		
<b>Experience:</b> <i>Previous experience relevant to the post e.g. experience necessary to effectively perform role</i>	- Proven experience managing volunteers. - Proven experience successfully managing projects, preferably with volunteers and/or in an acute healthcare setting. - Proven experience working within an acute healthcare setting, preferably NHS.	- Proven experience of working with the dying or supporting those working with the dying.	AF/I



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<b>Factors</b>	<b>Essential requirements</b>	<b>Desirable requirements</b>	<b>Measurement E.G:</b> <i>Application form/CV/Assessment/Interview</i>



<p><b>Skills and Ability:</b>  <i>Additional expertise acquired through practice or training which is a requirement of the post e.g. Team Leadership, motivational or organisational skills, communication skills</i></p>	<ul style="list-style-type: none"> <li>- Ability to manage staff, colleague and volunteer relationships</li> <li>- Highly developed organisation and prioritisation skills</li> <li>- Ability to provide emotional support and supervision to those in a highly emotive role</li> <li>- Excellent IT, literacy and numeracy skills, including proficiency in Microsoft packages, particularly Word and Excel</li> <li>- Ability to present to collate, manipulate and present data and information.</li> </ul>	<ul style="list-style-type: none"> <li>- Proficient in using bespoke databases, e.g. volunteer database such as Better Impact</li> <li>- Teaching skills</li> <li>- Coaching and mentoring skills</li> <li>- Negotiating, networking and persuasive skills.</li> <li>- Familiarity with all relevant NHS/Trust operating procedures and requirements as they apply to voluntary service operations e.g. conducting risk assessments.</li> <li>- Excellent understanding of how to utilise the internet and social media platforms to promote projects.</li> </ul>	<p>AF/I</p>
<p><b>Personal Qualities:</b>  <i>Special aptitudes relating to the demands of the post e.g. Team – player, flexible</i></p>	<ul style="list-style-type: none"> <li>- Excellent communication and customer service skills</li> <li>- Possess an approachable, professional and calm manner</li> <li>- Empathetic and compassionate individual.</li> <li>- Ability to interact confidently with volunteers, staff, patients and families/carers.</li> <li>- A thorough understanding of, and ability to maintain confidentiality.</li> </ul>		<p>AF/I</p>



**ADDITIONAL INFORMATION IN SUPPORT OF THE JOB DESCRIPTION**

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.
- It is the responsibility of all staff to be aware of the risks in their working environment and to ensure that all working practices are undertaken in such a way that risks are minimised. All staff must report risks in line with Trust policy and take the necessary action to ensure that colleagues, patients and visitors are not exposed to unnecessary or avoidable risk.

**VALUES BASED**

**APPRAISALS**

All staff employed within the Trust will be expected to participate in the annual values based appraisal process for themselves and any staff accountable to them

**BEHAVIOURAL  
FRAMEWORKS**

In addition to the responsibilities and requirements outlined in this job description, all staff should refer to the behavioural standards. These are based on the Trust's values, define the behaviours all staff are expected to display and underpin organisational recruitment, appraisal, reward and development processes

**NO SMOKING  
POLICY**

All Trust sites are smoke free environments. Staff who fail to comply with the policy will be subject to disciplinary action

**REHABILITATION  
OF OFFENDERS**

**ACT**

Under this Act, offences which are 'spent' need not be revealed to a potential employer. However, there are some occupations which are exempt from the Act.

Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, all employees of the Trust are not protected by the Act and therefore employees and

applicants do not have a right not to reveal 'spent' convictions if asked. Further information can be found via:

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

**HEALTH**

regarded **CLEARANCE**

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be as a breach of contract

for **PROFESSIONAL  
that REGISTRATION**

Staff undertaking work which requires professional registration are responsible ensuring that they are registered with the appropriate professional body and

they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request



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**WORK VISA/  
PERMITS/LEAVE TO REMAIN**

**EQUAL  
OPPORTUNITIES**

**HEALTH AND  
SAFETY**

**CONFIDENTIALITY AND DATA  
PROTECTION**

## SAFEGUARDING CHILDREN & VULNERABLE ADULTS

### INFECTION

#### PREVENTION AND CONTROL

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of disability, race, sex, colour, nationality or ethnic or national origins or is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunities policy and it is for every employee to contribute to its success

During the course of your employment, you may see, hear or have access to information on matters of a confidential nature relating to the work of the Trust or to the health and personal affairs of patients and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person(s) or organisations. Disciplinary action may be taken against any employee who contravenes this regulation.

If you are involved in any procedures which include access to computer systems or data, you are responsible for your own actions and for ensuring security in compliance with UK/EEC legislation, the Data Protection Act 1984 *updated to 1998* (etc) and Trust Policies. In particular you should note that security passwords may not be shared or divulged. Media enquiries should be referred to the Chief Executive's office or in his/her absence, to any Director of the Trust.

*Nothing in this clause restricts the provisions of the Public Interest Disclosure Act 1998*

You have a statutory duty to observe all health and safety rules, attend appropriate training courses and take all reasonable care to promote the health and safety at work of yourself and your fellow employees.

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for all employees and visitors. In accordance with this legislation, the post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as to report / ensure that any defect which may affect safety at work is brought to the attention of the appropriate manager

WHHT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults; and expects all staff and post holders to share this commitment by understanding their role in effective safeguarding. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non clinical must adhere to the Trust's Infection Prevention and Control policies, procedures and guidelines at all times. When necessary staff should liaise with the Infection Prevention and Control Team (IPCT) and act on any advice given. Staff must attend regular infection prevention and control mandatory update training



The NHS Constitution establishes the principles and values of the NHS in England. You should aim to maintain the highest standards of care and service, treat every individual with compassion and respect, take responsibility for the care you provide and your wider contribution, take up training and development **NHS**

## **CONSTITUTION**

opportunities provided, raise any genuine concern you may have about a risk, malpractice or wrongdoing at work, involve patients, their families and carers fully in decisions, be open if anything goes wrong and contribute to a climate where the reporting of, and learning from, errors is encouraged. You should view the services you provide from a patient's standpoint and contribute to providing fair and equitable services for all. The above is a brief summary; you are encouraged to access the full document at: [www.nhs.uk/constitution](http://www.nhs.uk/constitution)

## **DIGNITY & or RESPECT**

The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of race, colour, sex, age, disabilities, religious beliefs or sexual orientation.

## **RISK**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation

## **MANAGEMENT**

undertaken.

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a **CONFLICT OF**

## **INTERESTS**

consequence of your employment position in the Trust. The NHS Code of

Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

**REVIEW** This job description will be reviewed annually and may be amended in light of changing business needs of the Trust

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