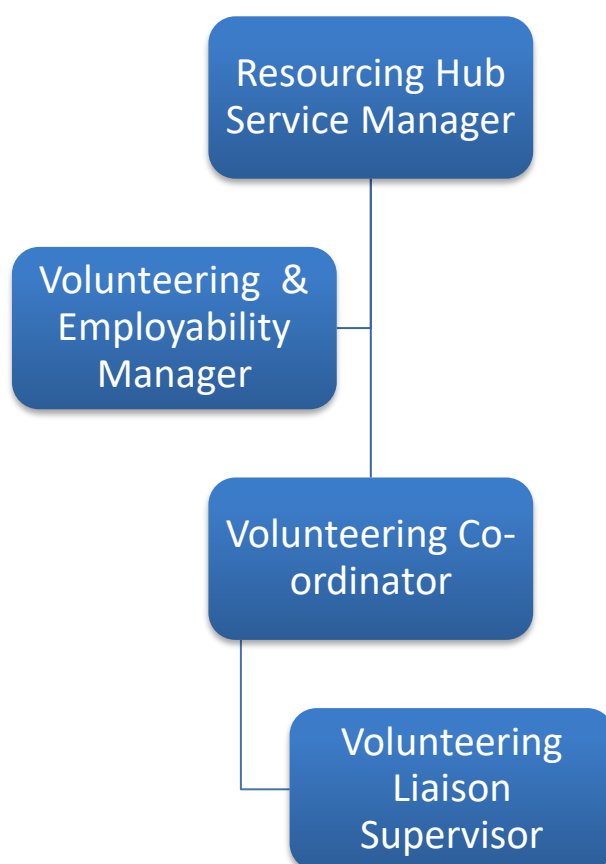


JOB DESCRIPTION

Job Title:	Volunteering Liaison Supervisor
Band/Pay:	3
Department:	Resourcing Hub

People Directorate - Resourcing Hub – Volunteering Team



Job overview

- Overseeing the general running of some key volunteering roles being the “go to person” if the volunteer needs advice, fully supported by the Volunteering Team
- Ensure the volunteers are delivering a welcoming and professional greeting service
- Act as key point of contact
- Provide administrative support to the volunteering team in aiding the recruitment, and resuming of volunteers in key volunteering role

Main duties of the job

- Be friendly and welcoming to volunteers
 - Check that volunteers have signed in or out of the buildings and are aware of local area or building regulations such as Infection, Prevention Control requirements and escalate any challenges with these
 - Assist and monitor rota's as appropriate report the volunteer hours to the Volunteering Team
 - Induct and train new volunteers in your Team
 - Complete the volunteer's probation period report after 4 weeks or 4 shifts
 - Brief and update volunteers on duties for the day
 - Liaise with people from various departments and organisations
 - Attend any relevant meetings, and appropriate events
 - Work unsupervised carrying out tasks by self, and as part of a team
 - Provide administrative support to the volunteering team in recruiting, resuming and overseeing volunteers in key volunteer roles
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About your new team and department

You will be joining an enthusiastic Volunteering Team who put volunteers at the heart of everything they do. Our aim is to ensure volunteering is mutually beneficial to both parties. Ensuring volunteers feel supported, included, valued and listened to. Making volunteering inclusive and accessible to the local community whilst helping to enhance the patient and visitor experience at the location they are visiting. Seeing volunteers develop their skills and reach their full potential during their journey with us makes this role incredibly rewarding.

Detailed job description and responsibilities

Communication and working relationships

- Build and maintain effective working relationships with colleagues, patients, visitors and volunteers
- Oversee the tasks & duties of the volunteers, including prioritisation of tasks
- Ensure that high standards of customer service are provided by communicating effectively
- Able to communicate complex information in a polite and courteous manner using a range of methods e.g. face to face, email, telephone, MS Teams, letter
- Work closely with the Volunteering Team to ensure the smooth running of all volunteer support
- Problem solving and negotiation skills, using diplomacy and tact in order to resolve issues

Planning and organisation

- Organise own workload and prioritise accordingly
- Organise and plan rotas for volunteer shifts ensuring volunteer resource needs are met
- Arrange and facilitate regular catch ups with the volunteers
- Meet regularly with the Volunteering Team providing updates and any other business
- Provide support to the Volunteering Team in organising relevant events and or meetings
- Provide administrative support where recruiting, or resuming volunteers such as distributing, or returning of relevant documentation in-line with volunteering procedures

Analytical and judgement

- Ability to work independently and exercise judgement when dealing with enquires and seek to resolve, escalating to the Volunteering Team as appropriate
- Assess a situation and analyse a range of options to determine an appropriate course of action
- Ability to delegate tasks as appropriately
- Agree workload and prioritise with assigned manager/s

Responsibility and accountability

- Act with integrity and professionalism, ensuring that you are demonstrating responsible behaviours at all times, in accordance with the Trust values
- Be accountable for your actions and learn from mistakes. Be honest and share experiences, encouraging learning of others

Responsibility for patients and client care

- Adhere to all Trust standards of care and data protection governance if in contact with patients and clients or their representatives

Policy and service responsibility

- Encourage and welcome feedback to ensure that we as individuals and as a collective team, learn and continually improve
- Follows Standard Operating Procedures (SOPs), policies and procedures – work is managed rather than supervised – deals with enquires and advice for volunteers, guidance available from clinical staff, and People Directorate. Advice is available for reference when required
- Identify areas for service improvement and contribute to the development of policies and procedures

Responsibility for finance, equipment and other resources

- Ensure volunteers have the equipment and clothing appropriate to their role

- Everyone has a responsibility to ensure effective and conservative use of resources
- Maintain paperless filing wherever possible (excluding where any statutory duty may exist). Do not print/copy unless necessary
- Ensure conservative use of stationery
- Assist volunteers with claiming their expenses

Responsibility for supervision, leadership and management

- Responsible for daily supervision of the volunteers
- Responsible for the attendance and rota of the volunteers
- Contribute to the induction and training of new and existing volunteers
- Ensure all volunteers are clear on department tasks, duties, policies and procedures relevant to their role

Information technology and administrative duties

- Ensure all own mandatory training and that of the volunteers is up to date
- Maintain a high standard of personal development
- Attend and contribute to team meetings
- Update, maintain and store non-clinical information

Responsibility for research and development

- Undertake surveys to contribute to service improvements
- Suggests, and contributes to improvements to procedures and guidance where appropriate

PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • NVQ Business Admin level 2, or equivalent experience • Good level of general education including GCSE Maths & English or equivalent 	<ul style="list-style-type: none"> • Working towards NVQ level 3 • Continued personal learning and development
Knowledge and experience	<ul style="list-style-type: none"> • Experience in a public facing role • Computer literate • Good organisational skills and the ability to create an organised environment • Ability to plan, organise and manage own workload and meet deadlines • Experience of using a range of IT programmes including Microsoft Outlook, Word, Excel, PowerPoint • Decisive and able to act on own initiative • Work unsupervised carrying out tasks by self and as part of a team • Able to work in an ever-changing environment 	<ul style="list-style-type: none"> • Experience of working with volunteers • An understanding of learning disabilities and mental health issues • Understanding of different capability levels • Experience of working or volunteering for NHS • Sensitivity and awareness of impact of COVID on volunteers and associated risks
Specific Skills	<ul style="list-style-type: none"> • Excellent communication & Interpersonal skills • Good people skills • Excellent listening skills • Non-judgemental 	

Requirements due to work environment/conditions	<ul style="list-style-type: none"> • Able to keep calm in stressful situations • Ability to travel across multiple sites 	
Physical skills	<ul style="list-style-type: none"> • Standard keyboard skills 	
Physical effort	<ul style="list-style-type: none"> • Job may involve using a computer and telephone or mobile • Frequent requirement to stand and walk for long periods of time 	
Emotional effort	<ul style="list-style-type: none"> • Ability to deal sensitively whilst addressing any concerns visitors, staff or volunteers may have • Able to remain polite and calm in pressured situation • Occasional exposure to distressed patients or relatives 	
Mental effort	<ul style="list-style-type: none"> • Able to work with constant interruptions from staff, volunteers and visitors • Identify any problems and resolve issues proactively • Ability to concentrate for long periods of time 	