



Friends of Moorfields

E Y E H O S P I T A L

JOB DESCRIPTION

- Title:** Volunteer Services Manager
- Terms:** £33,600pa
- Hours:** 35 hours per week
- Reports to:** Friends Chief Executive Officer
- Based at:** Moorfields Eye Hospital, 162 City Road, London EC1V 2PU

Friends of Moorfields

The Friends of Moorfields is a registered charity supporting the patients and staff at Moorfields Eye Hospital, a world centre of excellence for the specialist treatment of eye diseases.

The Friends provide a range of services to support the work of the hospital – including the purchase of clinical equipment – and manage a team of volunteers.

The Position

The Volunteer Service Manager is an essential role, responsible for development, administration and support of a network of 200+ volunteers throughout the main hospital at City Road, and the 31 Moorfields Satellite Sites.

The post-holder will be an all-rounder; someone who is comfortable working on their own initiative, is well organised, numerate, and who enjoys the challenges of supporting a small and friendly team. They will be supported to grow and develop in this role, through an active approach to training and development, and through a positive and empowering working environment.

Key Accountabilities

- 1. To develop, manage and support a team of 50+ volunteers providing emotional support to patients. (80%)**
 - 2. To have overall responsibility for the 200+ Volunteer Programme at Moorfields including line management and support for two Volunteer Support Officers (15%).**
 - 3. Other General Administration duties (5%).**
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- 1. To Develop, Manage and Support a team of 50+ volunteers providing emotional support to patients**
 - 1.1 Develop a bespoke training programme for theatre volunteers. (in partnership with Friends CEO, Moorfields theatre teams and Learning & Development team)
 - 1.2 Develop and agree volunteer role descriptions with theatre staff, ECLO's and Friends CEO.
 - 1.3 Take responsibility for risk management of volunteers in theatre environments
 - 1.4 Actively recruit 50+ new 'emotional support' volunteers for theatres, buddy programme and to support ECLO's.
 - 1.5 Arrange for potential new theatre volunteers to observe surgical procedures
 - 1.6 Work with External Disease Clinics to recruit potential buddies and match them with patients needing cornea grafts
 - 1.7 Organising rotas and substitutions for theatre volunteers.
 - 1.8 Being on the wards for 2 hrs per day to greet patients and introduce them to the volunteers
 - 1.9 Monitor, evaluate and report bi-monthly on both hard and soft outcomes of project; including gathering patient feedback, changes to DNA rates and anaesthesia rates/LoS.
- 2. To have overall responsibility for the 200+ Volunteer Programme at Moorfields including line management and support for two Volunteer Support Officers.**
 - 2.1 Line Manage 2 Volunteer Support Officers.
 - 2.2 Take responsibility for handling, and escalating where appropriate, volunteer complaints and complaints made about volunteers (including safeguarding issues), in line with Friends Volunteering policies.
 - 2.3 Liaise with Senior Staff at Moorfields about volunteer roles and requirements
 - 2.4 Work with Friends CEO to continually grow and develop the volunteer programme at City Road and satellite sites.
- 3. Other General Administration duties.**
 - 3.1 Answer general enquiries from patients, volunteers and staff at Moorfields.
 - 3.2 Any other duties as required.

Person Specification – Volunteer Services Manager

Education

Essential	Desirable
<ul style="list-style-type: none"> • Good general level education. (Minimum of 5 GCSE Grades A-C Including Maths and English or Equivalent) 	<ul style="list-style-type: none"> • NVQ Level 3 Diploma in Management (or similar)

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Minimum of 2 years' experience of managing a team of 50+ volunteers. • Minimum of 2 years' experience of events organising • Experience of using contact databases. 	<ul style="list-style-type: none"> • Charity sector experience. • Experience of membership organisations.

Knowledge & Skills

Essential	Desirable
<ul style="list-style-type: none"> • Knowledge and understanding of current regulations connected to volunteer recruitment, engagement and employment rights. • Understanding, awareness and insight into current trends in the volunteering sector • Computer literate and knowledge of MS Office the Internet and email packages. • Highly numerate with fluent written and verbal English. 	<ul style="list-style-type: none"> • Knowledge and understanding of current employment legislation and HR issues.

Personal Qualities

Essential	Desirable
<ul style="list-style-type: none"> • In sympathy with the ethos of The Friends of Moorfields and capable of communicating in line with vision, mission, core values and principles. • A strategic outlook, both for the short and long term. The ability to plan and manage projects and processes with good budget control. • Excellent interpersonal skills, capable of influencing effectively people at all levels both internally and externally. • Strong intuitive and empathetic skills, a good listener. Able to make decision when handling volunteer issues which may be sensitive • Ability to work flexibly and effectively as part of a team. • Ability to work accurately under pressure and to manage time effectively • Commitment to and understanding of Equal Opportunities 	<ul style="list-style-type: none"> • Interest in the work of Moorfields Eye Hospital. • Interest in eye care and issues that affect Visually Impaired People.