

**Volunteering Project & Evaluation Lead**

**Voluntary Services**

**Job description**

**Date:** November 2018

# Context

Barts Health NHS Trust is one of Britain’s leading healthcare providers and the largest trust in the NHS. It was created on 1 April 2012 by bringing together three trusts: Barts and The London NHS Trust, Newham University Hospital NHS Trust and Whipps Cross University Hospital NHS Trust. The new trust has a turnover of approximately £2 billion and approximately 24,000 employees.

Together our hospitals - Newham University Hospital in Plaistow, St Bartholomew’s (Barts) in the City, The Royal London in Whitechapel, Whipps Cross in Leytonstone - deliver high quality clinical care to the people of east London and further afield.

The hospitals offer a full portfolio of services that serve the needs of the local community, and are home to some of Britain’s leading specialist centres including cancer, cardiac, trauma and emergency care. Barts Health also has one of the UK’s busiest children’s hospitals and internationally renowned surgical facilities.

Our vision is to create a world-class health organisation that builds on strong relations with our partners and the communities we serve – one dedicated to ending the historic health inequalities in east London. We will build an international reputation for excellence in patient care, research and education. And as members of UCLPartners, the largest academic health sciences system in the world, we will ensure that our patients are some of the first in the country to benefit from the latest drugs and treatments.

We are looking for the best talent to lead our ambitious new healthcare organisation. In return, the Barts Health will provide unsurpassed professional development opportunities, enabling investment in a range of new initiatives that would mean:

* doctors and nurses in training will be able to gain experience in different hospitals along the whole patient pathway;
* there would be greater opportunity for career progression – we could retain good staff who might otherwise leave to gain promotion;
* becoming world-class will enable us to recruit some of the best doctors and researchers in the world – who can share their knowledge and experience;
* joining forces with other partners in an Academic Health Science System will mean that staff would be better able to secure funds and pool their talents to develop new technology, techniques and treatments.

# Job description

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| Job title: | Volunteering Support and Evaluation Lead | |
| Clinical academic group: | Corporate Nursing | |
| Board/corporate function: | Nursing and Governance | |
| Salary band: | Band 6 | |
| Responsible to: | Head of Volunteering | |
| Accountable to: | Chief Nurse | |
| Hours per week: State total hours a week the role requires | 37.5 hours per week | |
| Location: | Shared post across all Barts Health sites | |
| Budgetary responsibility: | Responsibility and accountability for funding from HelpForce to deliver the Active Response innovation, in conjunction with the Head of Volunteering | |
| Manages: | Direct reports: | N/A |
| Indirect reports: | 2 Voluntary Services Co-ordinators, an administrator and Barts Health volunteers (between1,000-1500 volunteers) |

# Aim of the role

# The aim of the role is to maximise the potential for volunteer involvement across Barts Health Trust. The post holder will develop new ways to demonstrate the relationship between volunteering, patient experience and clinical outcomes. They will be instrumental in designing and leading on the new Active Response role and associated projects linked to HelpForce funding. They will test, implement and evaluate new and innovative roles.

# The post holder will support the development and delivery of high quality induction and specialist training for volunteers, including a training programme to up-skill current volunteers in the new Active Response role. They will review the way Barts Health acknowledges the contribution of volunteers and develop projects, events and systems that ensure volunteers have a rewarding experience of volunteering at the Trust. They will support the development of existing and new communications to promote the value and impact of the Trust’s volunteering programme and celebrate individual volunteers’ achievements.

# Key working relationships

The Post-holder will work within Voluntary Services covering Whipps Cross, Royal London, St Bartholomews and Newham Hospitals. They will work closely with funders, volunteers, Occupational Health, the Recruitment Team, Wards and Department Managers, other Voluntary and Charitable organisations associated with Barts Health and external stakeholders, and national organisations.

**Key result areas**

* To play a key role in the implementation of the Active Response role across Barts Health as per funding requirements and stipulations
* Support the incremental increase of the numbers of volunteers across all Trust sites
* Provide expert advice on volunteering strategically throughout the Trust
* Ensure delivery of objectives of the HelpForce funding aligning this to the wider patient experience team and trust strategic priorities
* Manage the relationships with key staff and stakeholders to mobilise support, negotiate and motivate sites on project delivery, including links with other initiatives
* With external advisors from HelpForce and the Head of Volunteering, devise and implement new systems for gathering high quality data to evaluate the quality and impact of the Trust’s volunteering programme
* Identify and implement the best methodology to evaluate and quality and impact of high priority volunteering projects
* Lead the development of the Active Response project using a PDSA cycle approach
* Responsible for the day-to-day project delivery and management including delegating to other members of the immediate team to ensure successful and timely implementation of the project
* Provide reports as requested in line with funders’ requirements

**Main duties and responsibilities**

**Communication & relationship skills**

* Develop new communication tools, e.g. a Volunteers’ e-newsletter or to communicate new developments, recruit volunteers and showcase success stories to existing, new and prospective volunteers
* To engage with a variety of stakeholders including: volunteers, staff, funders Quality Improvement teams and Business Intelligent Unit for the successful implementation and alignment of the HelpForce project initiative
* Present complex data to a range of internal and external stakeholders to secure increased resources and demonstrate the performance of the volunteering programme.

**Operational and Service Delivery**

**Analytical, judgement skills, information resources and evaluation**

* With the funders and key staff member including the Head of Volunteering, devise and implement new systems for gathering high quality data to evaluate the quality and impact of the Trust’s volunteering programme.
* Identify and implement the best methodology to evaluate quality and impact of the Active Response programme
* Gather, analyse and present impact monitoring data in an agreed format to support achievement of external funding milestones in a timely and efficient manner.
* Based on findings, review existing roles and make necessary changes through policy development, training, supervision and/or role development to increase their impact or evidence of impact.
* Design and deliver a new annual volunteer satisfaction survey and report against findings with areas for improvement highlighted

**Planning and organising**

* Organise and plan profile raising events to promote recruitment of volunteers
* Review volunteer placements working with supervisors and services users as required
* Organise and develop appropriate training programmes with key staff member e.g. End of Life care
* Plan and organise a broad range of complex activities linked to volunteer training and placements
* Monitor risks and implement strategies to mitigate against risks
* Organise and plan profile raising events to promote volunteering both within the Trust and externally

**Responsibility for Patient Care**

* Ensure that volunteer placements support patient’s needs and that patient care
* Ensure that Voluntary Services keeps the patient at the centre of objectives and strategic priorities

**Responsibility for Policy/ Service Development**

* Ensure Trust at forefront of any new developments in national policy relating to volunteering
* Develop and implement policies, changes to practices, protocols and procedures in line with the volunteer roles and duties
* Responsible for day to day management of the HelpForce project, the evaluation, the monitoring of progress and achieving the final project reports
* Provide leadership, support and advice across the Trust to staff and volunteers
* Lead volunteering reviews, including communicating to partners, stakeholders and relevant team using a variety of communication tools such group presentations and workshops
* Provide advice and support in dealing with complaints, conduct and performance issues using persuasive, motivational and negotiating skills as required

**Responsibilities for financial resources**

* Setting and managing budget, procurement of equipment and allocation of resources for their projects, including day-to-day budget management duties, procurement, administration and monitoring
* Ensure that any data recorded relating to volunteering is regularly reviewed and maintained and reported to the appropriate stakeholders and as required by funders

**Responsibilities for human resources**

* Provide supervision and support either personally or by delegation to all Active Response volunteers involved in the project
* Provide specialist training to volunteers to enable them to perform their roles
* Organise and develop Trust wide training programme to up skill current volunteer to deliver the mandatory training

**Partnership working**

* Work with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering and lliaise with other external bodies
* Work closely with other Trust departments, to ensure volunteer placements are appropriate and meet patient’s needs
* Work with all levels of Trust staff to identify volunteer placements/requests which will benefit their departments

**Equality and Diversity**

* Ensure all staff, patients and the general public are treated in a respectful and courteous manner.
* Ensure that the volunteer population operating on the hospital site are representative of the local population and that measures are taken to accommodate those with specific needs

**Freedom to Act**

* Work on own initiative, managed not supervised.
* Maintain the confidentiality of all volunteers, staff and patients.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at different hospital.

**Effort, skills and working conditions**

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| **Physical skills** | The postholder will require keyboard skills including typing/word processing skills where speed and accuracy are important. |
| **Physical effort** | The postholder will be expected to travel between Barts Health hospital sites and other agencies on a daily basis. |
| **Mental effort** | Frequent requirement for concentration in particular in communications and interactions with a range of people including volunteers, staff and patients/carers.  Frequent interruptions may occur due to need to respond to volunteer requests and need to be able to respond to unplanned requests and events. Will be required to work successfully under pressure of time and resources. |
| **Emotional effort** | Occasional emotional effort required in the course of managing people. Supporting volunteers with issues that may arise with their work load, or personal problems they may want to confide.  Able to respond effectively to staff management issues such as grievance and disciplinary issues. |
| **Working conditions** | The role is undertaken in a combination of office environments and patient areas.  The post holder works across sites and visit external venues in the course of the work.  Daily duties will require significant periods of computer/VDU use. |

# Performance management and appraisal

All staff are expected to participate in individual performance management process and reviews.

# Personal development and training

Barts Health NHS Trust actively encourage development within the workforce and employees are required to comply with trust mandatory training.

Barts Health’s education academy aims to support high quality training to NHS staff through various services. The trust is committed to offering learning and development opportunities for all full-time and part-time employees.

No matter where you start within the NHS, you will have access to extra training and be given every chance to progress within the organisation. You will receive an annual personal review and development plan to support your career progression and you will be encouraged to develop your skills and experience.

# Health and safety at work

The postholder has a duty of care and personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in infection prevention and control (IP&C) and be compliant with all measures required by the trust to reduce HCAIs. All post holders must comply with trust infection screening and immunisation policies as well as be familiar with the trust's IP&C policies, including those that apply to their duties, such as hand decontamination, personal protective equipment, aseptic techniques and safe disposal of sharps.

All staff must challenge noncompliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

# Confidentiality and data protection

All employees are expected to comply with all trust policies and procedures related to confidentiality and data protection and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. HISS induction, organising refresher sessions for staff when necessary).

# Conflict of interest

The trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The trust’s standing orders require any officer to declare any interest, direct or indirect with contracts involving the trust. Staff are not allowed to further their private interests in the course of their NHS duties.

# Equality and diversity

The trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognised. The Trust will aim to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual’s ability to meet the requirements for the job.

You are responsible for ensuring that the trust’s policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

**NHS managers’ code of conduct**

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)

**Safeguarding adults and children**

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults.  If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant

**Budgetary management**

If you have responsibility for a budget you are expected to operate within this and under the trust’s standing financial instructions (available in the intranet’s policies section ) at all times.

**Barts Health values based leadership**

Our leaders ensure a focus on health where patients are at the centre of all we do. They work to create a culture where innovation is promoted and encouraged. They lead by example and demonstrate value based decision making as being integral to the ways of working within the Trust.

Barts Health leaders are role models who demonstrate those attitudes and behaviours which will make us unique. Our leaders are passionate about delivering high quality patient care, take pride in the work that they do to and are committed to the delivering the Barts Health NHS Trust 10 pledges of:

1. Patients will be at the heart of all we do.
2. We will provide consistently high quality health care.
3. We will continuously improve patient safety standards.
4. We will sustain and develop excellence in research, development and innovation.
5. We will sustain and develop excellence in education and training.
6. We will promote human rights and equalities.
7. We will work with health partners to improve health and reduce health inequalities.
8. We will work with social care partners to provide care for those who are most vulnerable.
9. We will make the best use of public resources.
10. We will provide and support the leadership to achieve these pledges.

Our leaders are visible leaders who believe in spending time listening and talking our staff, patients and partners about the things that are important to them and the changes they would like to make to continuously improve patient care.

Barts Health leaders work with their teams to develop organisational values, embed them in our ways of working and create the cultural changes required to ensure that we consistently provide an excellent patient experience, regardless of the point of delivery, in an environment where people want to work, regardless of where they work or what they do.

**Person specification**

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| Post | Volunteering Support and Evaluations Lead | **Band** | **6** |
| **Dept/ward** | Nursing and Governance | | |

| Essential = E **Desirable = D** | | **E or D** | **Application form** | **Interview** |
| --- | --- | --- | --- | --- |
| **Qualifications and knowledge** | A degree or equivalent experience  Extensive volunteer management experience, including responsibility for volunteer programme and volunteer team, delivered in complex and challenging environments  Project management and/or educated to post graduate qualification or equivalent experience | E  E  D |  |  |
| **Experience** | Experience of working in the NHS or public sector organisations or Charities  Experience of recruiting and supervising staff or volunteers and developing and providing training  Experience of managing a staff team including highly-skilled performance management techniques, robust people management practice that improves organisational productivity and efficiency  Experience of managing risks and  Reporting  Experience of developing robust methodologies for the evaluation of projects and their impact  Experience of developing pilot projects and testing out new ways of working | E  E  E  E  E  E |  |  |
| **Skills** | Extensive in Microsoft Office applications  Ability to work effectively with multidisciplinary team  Demonstrates ability to maintain confidentiality at all times  Excellent organisational and time management skills  High quality facilitation/training skills  Ability to meet deadlines and priorities often under pressure  Experience of drafting briefing papers at SMT level and communicating complex and sensitive information where the topic area may be contentious  Demonstration of communicating with individuals where there are barriers to communication; i.e. ESOL  Proven ability and experience of demonstrating strong credible, professional leadership skills including the provision of clear direction, developing strategic goals and objectives, motivating and inspiring others to overcome obstacles of delivery, and providing a culture of empowerment, accountability and recognition  Specialist knowledge of volunteer programme management in complex and challenging environments  Experience in managing budgets and delivering on time and on budget.  Highly developed problem solving capability  Excellent and applied understanding of evaluation and/or social research methodologies for measuring the quality and impact of projects, programmes and social change | E  E  E  E  E  E  E  D  E  E  E  E  D |  |  |
| **Personal and people development** | Attending mandatory training and job related training  Contributing to regular appraisals and line management sessions | E  E |  |  |
| **Communication** | Advanced credible communicator, with the ability to use a variety of communication tools to convey, negotiate and challenge complex information to a large range of internal and external audiences often at senior management/director level. | E |  |  |
| **Specific requirements** | Problem-solving approach | E |  |  |

***SY 07/11/2014***