



Volunteer Co-ordinator

Salary: £15,000 pro rata (£20,000 FTE)

Hours: 0.75 FTE (30 hours per week)

Functions:

The Volunteer Co-ordinator role is key to the success of Local Healthwatch ensuring that all individuals who express an interest in volunteering with Healthwatch Stoke on Trent are welcomed and supported well.

The Co-ordinator will be responsible for ensuring that there is a robust process for recruiting, inducting and managing volunteers in a large variety of roles within the organisation. As a patient led organisation with a very small core staff team, the role of volunteers within Healthwatch is very important and the need for them to be supported and enthused to continue volunteering with us is crucial to our future development.

The role is office based although there will be an expectation that the post-holder will also attend events to recruit volunteers and to support them in carrying out their various roles across the city.

The majority of the work of volunteers will be patient focused, and most volunteers will come to the organisation because of an aspect of their experience of health or care services.

Responsibilities:

- To manage and deliver the volunteer recruitment, induction and ongoing support across the organisation working closely with the Events Co-ordinator and Information and Communication Co-ordinator, and also liaising with the Project & Data Management Officer
- Working closely with staff team and Board members to identify:
 - Range of roles for volunteers,
 - Map the location & skill sets of volunteers and focus on filling those gaps in supply of volunteers across the city, to deliver local activities or support events



Registered and Head Office -

The Dudson Centre, Hope Street, Hanley,
Stoke-on-Trent, Staffordshire ST1 5DD
Tel: 01782 683030

County Head Office -

17 Eastgate Street, Stafford,
Staffordshire ST16 2LZ
Tel: 01785 213267



- Working closely with Information & Communication Co-ordinator to develop appropriate promotional material and PR to support recruitment of volunteers
- Supplying appropriately skilled and motivated volunteers for all projects run by Healthwatch and be able to support other staff in identifying lead volunteers for different projects.
- Delivering an effective recording, monitoring and support process so that volunteers feel supported, well informed and enabled to carry out the roles they choose.
- Liaising with external partners who promote volunteering and recruit and signpost potential volunteers to Healthwatch.
- Organising relevant training for volunteers to ensure they have necessary identification papers and DBS and Safeguarding training and registrations.
- Developing and Maintaining the volunteer Handbook and ensure this is updated with appropriate policies as required and reviewed at least annually
- Supplying appropriately trained and updated Enter and View reps to support the Enter and View programme
- Running regular information and induction events for groups of volunteers
- Ensuring CRM is populated with latest data on volunteer recruitment and individuals activities to support KPI reporting.

General Requirements:

- To be well informed about the wider role of Healthwatch and the current health and care issues and concerns that need to be communicated to volunteers
- To be a team player, willing and able to operate flexibly to support the very variable demands on staff time
- Any other activities deemed appropriate by the manager.

Equal Opportunities

VAST (who are responsible for the employment of Healthwatch Staff) is committed to equal opportunities, anti discrimination and anti oppressive policy or practice. No one we have contact with may be discriminated against either directly or indirectly on the grounds of gender, race, nationality, ethnicity, religion, marital status, sexual orientation, age or impairment. This policy applies to job applicants, employees, volunteers and service users.

Volunteer Co-ordinator - Person Spec

	Essential	Desirable	Assessed by
Experience and Qualifications			
Educated to degree level or equivalent		x	A
Minimum of 5 GCSE's Grade C or above or equivalent to provide a good level of numeracy and literacy	x		A
Demonstrable experience of working with volunteers and an understanding of the priorities in developing a	x		A, I

	Essential	Desirable	Assessed by
programme of support for volunteers			
A good understanding of the needs of volunteers in the current climate, and the responsibilities of a host organisation towards them	x		A I
Experience of recruitment processes, including assessing applications, shortlisting, interview and enrolment of volunteers	x		A I
Experience of developing sound induction programmes meeting needs of volunteers and the organisation	x		A I
Experience of devising & delivering training programmes for volunteers would be an advantage		x	I
Experience of managing a large cohort of volunteers in a wide variety of roles		x	I
Experience of using a CRM system to record relevant information appropriately.		x	A I
Some experience of carrying out gap analysis to target recruitment and promotion of volunteers to geographical or subject areas to ensure a good spread of skill and availability		x	I
Experience of preparing an inspiring and informative volunteer newsletter on a regular basis		x	A I
Able to organise social events to show appreciation of volunteer contribution and enable their ongoing integration into the organisation		x	I
Skills			
Good working knowledge of Microsoft Office	x		A
Good time management and people management skills to fulfil a variable role requiring multi-tasking	x		I
Good communication skills and team working abilities	x		A I
Good Team Player - able to work flexibly and at times under pressure with multiple activities	x		I
The ability to identify appropriate skill sets and personalities to support a varied programme of volunteer work	x		I
People Skills			
Ability to relate to people from different backgrounds and with different skill levels to support their involvement and development	x		I
General			
Willing to work evenings and weekends occasionally to support volunteers activities	x		A

