

JOB DESCRIPTION

'Happy to talk about flexible working'

Job title:	Head of Volunteering
Department:	People Services
Reports to:	Director of People and Culture
Responsible for:	
DBS required	Enhanced

Job purpose

To be the focal point for volunteering in Birmingham Hospice, leading and developing the volunteering function. Supporting managers to ensure best practice in recruiting, upskilling, and retaining volunteers across the Hospice to help achieve our strategic aims.

The post holder will show a clear passion and commitment to our mission and values and support and challenge others to do the same.

Main duties and responsibilities

Leadership and Strategic Direction

- Promote volunteering externally and internally for the Hospice and provide leadership and direction to the Hospice's Teams who support volunteering activities and opportunities.
- Support volunteer processes, systems, governance and volunteer experience.
- To research, develop and implement volunteer strategies that aligns with our mission and values for People who work in the Hospice.
- Identify volunteering opportunities and develop volunteer initiatives across all Hospice teams ensuring that relevant training and processes are embedded and maximise the benefits of volunteering for both volunteers and the teams they support.
- Regularly review the Hospice's volunteering activity and recruitment of volunteers to ensure it continues to meet the needs of the Hospice.
- Assess and review the Hospice's current volunteering service and propose and implement change that will ensure best practice is in place that will ultimately grow our volunteering opportunities.
- Ensure the engagement of Volunteering Hiring Managers and Hospice people at all levels to grow the contribution of volunteers across the organisation. Increasing capability in the Management Team ensuring inclusion of volunteers is at the heart of what we do

- Devise and oversee evaluation of the impact of volunteers in the Hospice, adopting a continuous development approach.
- Manage engagement activity across the Hospice, working with Hospice teams to ensure their volunteering needs are understood and met.
- Act as the “in house” volunteering expert, supporting and guiding colleagues to address challenges where necessary
- Actively explore and manage any grant funded opportunities for volunteer growth across the Hospice.
- Represent Birmingham Hospice externally locally and nationally to promote its volunteering services.
- Champion equality and diversity as a cornerstone of good practice in volunteering
- To ensure that mandatory training is maintained in line with best practice within the sector.

Recruitment & Selection

- Plan and implement innovative and engaging volunteer recruitment campaigns enable the Hospice to attract and retain volunteers with the right skills and the right numbers to effectively support the work the Hospice does.
- Drive the recruitment of volunteers from a diversity of backgrounds, representative of the varied communities Birmingham Hospice works within.
- Ensure that volunteer enquiries, attraction and recruitment processes are efficient, inclusive and effective across the range of volunteering opportunities.

Reward, Recognition & Engagement

- Research, develop and organise appropriate means of reward and recognition for volunteers
- Identify and implement communication processes across the volunteer population that reinforce their value to Birmingham Hospice.
- Take the lead in developing programmes of events to celebrate national weeks of recognition, eg Volunteers Week.
- Devise and implement methods to ensure the volunteer voice is heard, listened to and contributes to organisational development.
- Work with managers to identify and put together applications for external award nominations

Service Development

- Carry out appropriate methods of measuring volunteer experience to identify areas of good practice and areas for improvement.
- Develop and deliver volunteering guidance, procedures, policies and systems that meet legal and internal governance needs as well as encourage an excellent highly rewarding volunteering experience.
- To ensure that all opportunities to create and support successful volunteering opportunities are maximised.
- To create a coaching culture within the Hospice.



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

External Relationships

- Attendance at regional and national meetings for volunteering managers with the aim of proactively seeking and promoting best practice from other hospices and charities.
- Actively promote Birmingham Hospice as a volunteering organisation of choice within Birmingham and Solihull areas and participate in local external networks to ensure that the Hospice is seen as a credible voice and advocate for volunteering in Birmingham and Solihull.

Analysis and Research

- To produce statistics related to volunteer activity within the Hospice.
- Keep up to date with local and national initiatives, legislation or policy that effects volunteering, providing a source of 'specialist advice' for the Executive Team.

Other Duties

- To adhere to organisation wide policies and procedures
- To ensure that safeguarding regulations are adhered to and policies and procedures represent best practice.
- Performing any other duties commensurate with the role as may be required from time to time by the Director of People and Culture.

General duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

Equality and Diversity

- The hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.



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Health and safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.
- All employees must comply with all hospice health and safety procedures infection control.
- The prevention and control of infection is the responsibility of everyone who is employed by the hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional development

- All employees must participate in an annual appraisal and develop a personal development plan with their line manager.
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding children, young people and vulnerable adults

- The hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment pandemic or major incident.
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs.

PERSON SPECIFICATION

Job title:	Director of Clinical Services
Department:	Executive Management Team

Requirements	Essential	Desirable	How identified
Education and qualifications	• Good standard of education to A Level standard or equivalent • Proven knowledge of HR employment law and experience of being able to 'business partner' with the business •	• Degree educated • Leadership qualification • Coaching qualification	A, C
Knowledge and experience	• Experience of recruiting, supporting and training volunteers • Experience of the development and delivery of volunteering services across large complex multisite operations • Experience of development of volunteering development plans in a diverse and varied organisational setting • Experience of implementing and maintaining performance and development initiatives • Experience of managing multiple priorities and stakeholders	• Experience of working in the charitable sector • Experience of working within a hospice or the health sector • Experience of partnership working with a range of stakeholders and agencies • Experience of effective line management • Experience of working towards and achieving Investors in Volunteering Award	A, I, T

	• Leading and managing changes in service(s) • Experience of evaluation to inform continuous development		
Personal skills and attributes	• Excellent interpersonal skills, with the ability to coach, support and influence colleagues to achieve shared goals • Effective team working with colleagues for all disciplines within Birmingham Hospice • Excellent time management skills and the ability to prioritise • Ability to remain calm under pressure • Capable of using research and insight from a wide range of sources to inform and deliver best practice • Full UK driving licence, access to own vehicle and business insurance and the ability to travel independently across Birmingham Hospice sites and shops	• Experience of developing and delivering learning and development • Knowledge of clinical governance and quality improvement systems • Knowledge and understanding of the needs of people with life limiting conditions	A,I,T

A= Application form

I=Interview

T=Test

C=Certificate