

## Job Description

<b>Job Title:</b>	Butterfly Volunteer Coordinator
<b>Band:</b>	5
<b>Responsible to:</b>	Voluntary Services Manager
<b>Department:</b>	Head to Toe Charity
<b>Directorate:</b>	Corporate

### Our Values

	<b>Behaviour</b>	<b>How we will demonstrate this behaviour</b>
<b>Professionalism</b>	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
<b>Respect</b>	We will create positive relationships	By being kind, open and collaborative
<b>Innovation</b>	We are forward thinking, research focused and effective	By using evidence to shape the way we work
<b>Dignity</b>	We will treat you as an individual	By taking the time to hear, listen and understand
<b>Empowerment</b>	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

### Job Purpose

This is a unique and exciting opportunity to be part of the development and implementation of a brand-new volunteer led service to support end of life/ palliative patients in the community.

Head to Toe, the official charity of Cambridgeshire and Peterborough NHS Foundation Trust (CPFT), has recently been awarded a 3-year grant to support patients receiving end of life care. This is a partnership between Head to Toe, CPFT voluntary services, CPFT community nursing team, and the specialist 'end of life' charity the Anne Robson Trust.

The overall aim of this project is to enhance compassionate care for end of life patients in Cambridgeshire and Peterborough. Patients will experience improved wellbeing, have reduced loneliness, and be better informed about local support available to them. You will co-ordinate a project that could make a real difference to people living and dying

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well. We are looking for someone who shares the vision and aims of CPFT, the project, and who is excited about working with a group of volunteers from diverse backgrounds, representative of our community.

We strongly encourage applicants from diverse backgrounds and experience, particularly those with protected characteristics. We are committed to building a workforce that reflects the diverse community we serve.

The post requires a flexible approach, working alongside community nursing teams and volunteers. This job will require hybrid working, with travel across the region, attending in-person meetings and events. Due to the nature of volunteer recruitment and management, this is likely to include occasional evening and weekend work (such as volunteer celebration events).

The successful candidate will need experience within volunteer administration in addition to excellent organisational, communication, networking and people skills. Bespoke, detailed training will be provided by the Anne Robson Trust, as well as ongoing support to help the postholder recruit and train their first cohort of volunteers.

If you would like to find out more about the role and the project, we encourage applicants to call us for an informal conversation on: 01223 219708.

### **Main Tasks, Duties and Responsibilities**

1. Have day to day responsibility for the recruitment, interview, selection, training and management of Butterfly Volunteers who will provide one-to-one support to end of life patients, providing company and support to people who have few visitors, or whose family/ friends need some respite.
2. With support from CPFT Voluntary Services and Head to Toe, attract and retain a group of Butterfly Volunteers.
3. With support from the Voluntary Services Manager, ensure that Butterfly Volunteers meet all mandatory governance requirements of CPFT and are regularly updated.
4. Develop and implement a project that improves the patient journey and meets the objectives of the Community Butterfly Service.
5. Keep up to date records using the volunteer management system "Assemble".
6. Consult and collaborate with key internal and external stakeholders such as CPFT voluntary services, Head to Toe, community nursing teams, The Anne Robson Trust, NHSe and Helpforce.
7. Support the Project Manager to manage and measure the delivery of the project, reporting on project milestones such as volunteer targets.
8. Provide regular communication, updates and evidence-based advice to the Voluntary Services Manager, Project Manager, steering group and senior managers.
9. Proactively develop relationships with community groups, voluntary organisations, other healthcare providers and VCSE's across our region.
10. Understand, respect and implement confidentiality, GDPR, and privacy regulations by attending relevant training, obtaining relevant advice and acting in accordance with such guidance at all times.
11. Ensure all volunteering activities meet with CPFT's service needs and are carried out in line with policies regarding health and safety, legal requirements, environmental, equal opportunity policies and general duty of care.
12. With the support from the Voluntary Services, monitor patient, staff and volunteer feedback and satisfaction with overall service.
13. Ensure policies and controls for the Safeguarding of Vulnerable Adults and Children are adhered to, that volunteers are not placed in situations which paid staff are expected to handle or asked to perform duties outside of their role description.
14. With the support of the Voluntary Services Manager intervene at initial stages of conflict, grievances and complaints and manage as appropriate, reviewing volunteer

placements where problems arise, and arranging transfer, redeployment via the voluntary services team or effective dismissal as necessary.

### **Butterfly Service Project Delivery**

1. Act as a point of contact for CPFT staff and potential volunteers or external enquiries regarding the project.
2. Create and deliver a strong communications and recruitment plan for volunteers and identify and deliver ongoing training and support to keep on top of best practice for end of life care.
3. Provide regular contact and support to Butterfly Volunteers to encourage motivation and ensure their role is valued.
4. Coordinate training for volunteers including support groups.
5. Provide leadership, mentoring, one-to-one support and supervision to volunteers, including development and training needs, volunteer experience requirements and health and wellbeing.
6. Work closely with the clinical team who will provide support and expertise to the project.
7. Manage and complete project administration (for example signing off volunteer expenses).
8. Maintain accurate data collection and produce monthly reports on service activity for the project and the Anne Robson Trust.
9. Attend relevant end of life meetings, providing relevant updates and contribute to the general improvement of end of life services.
10. Run quarterly audits to monitor Butterfly Volunteers are attending regular visits and feedback forms for each visit are completed.

### **Training & Development**

- The post holder will participate in regular supervision (clinical or management) in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

### **Quality & Patient Safety**

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate).
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

## General

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

## Equality & Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

### To be noted:

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

## Person Specification

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<b>Department:</b>	Head to Toe Charity

Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> <li>• Excellent standard of secondary education including GCE/GCSE English or equivalent</li> <li>• NVQ level 3 in business and administration or willingness to work towards, or clerical or equivalent experience</li> <li>• Excellent computer skills of Microsoft Office (Word, Excel, Outlook and PowerPoint)</li> <li>• Knowledge and understanding of the governance needed for the recruitment of volunteers</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Experience of working within a multi-disciplinary team</li> <li>• Experience of dealing with confidential issues</li> <li>• Experience of working within a Voluntary Services Department and working with volunteers</li> <li>• Experience of people management</li> <li>• Working on own initiative</li> <li>• Experience of collecting monitoring and evaluating data</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of end of life or palliative care acquired through study or experience</li> <li>• Experience of working with volunteers in an NHS or health setting</li> <li>• Experience of recruiting, training, supporting and managing volunteers</li> <li>• Experience of working with dying patients and their families</li> </ul>

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	<ul style="list-style-type: none"> <li>• Knowledge of Data Protection policies and procedures</li> <li>• Proven ability to manage competing priorities and deadlines</li> <li>• Proven organisational skills</li> <li>• Experience of organising and supporting meetings and events within an organisation</li> </ul>	
Knowledge & Skills	<ul style="list-style-type: none"> <li>• An understanding of what it means to have a positive volunteering experience</li> <li>• Knowledge of supervision structures and supervision requirements.</li> <li>• Excellent communication skills – oral, written and telephone</li> <li>• Excellent customer care skills</li> <li>• Methodical and well organised and proven ability to prioritise demanding workload</li> <li>• Ability to influence/ lead change</li> <li>• Ability to deal with sometimes challenging conversations using persuasive and negotiating skills as required (supported by line manager)</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of support services within the NHS and community</li> <li>• Understanding of social media platforms for volunteer services promotion</li> <li>• Group facilitation skills</li> <li>• Awareness of policy issues around specialist palliative care</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Values volunteers</li> <li>• Demonstrates Trust values of PRIDE</li> <li>• Committed to providing a good experience for our staff, patients, carers, and volunteers</li> <li>• Ability to approach individuals empathetically in sensitive conversations or decisions</li> <li>• Customer orientated approach; approachable and friendly</li> <li>• Reliable and ability to use own initiative</li> </ul>	

	<ul style="list-style-type: none"><li>• Ability to work without direct supervision</li><li>• Flexible and adaptable to changing situations</li><li>• Problem solver</li><li>• Highly motivated</li><li>• Willingness to develop skills and knowledge</li><li>• Ability to use tact and negotiation skills</li><li>• Ability to communicate with people of varied age and abilities</li></ul>	
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The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.