



Job Description and Person Specification

Job Description

Job Title	Voluntary Services Manager
Band	6
Hours	Various
Department	Voluntary Services
Division	Corporate
Location / Hospital Site	RSCH
Responsible to	Head of Voluntary Services
Accountable to	Voluntary Services Team
DBS Level	Standard
DBS Barring	Adults and children
DBS Workforce	Adults and children

Role Summary

- As part of the Trust's Voluntary Services programme, to be responsible and accountable for the provision and management of Voluntary Service matters at the hospital site.
- Work with the other Trust Voluntary Services Managers and the Head of Voluntary Services, within the laid down budgetary guidelines.
- Support the Head of Voluntary Services with the development, review and implementation of the Trust Volunteer Strategy.
- Lead on the sharing of professional guidance to colleagues on the role of the Voluntary Service and the involvement and management of volunteers in accordance with the appropriate practices.
- To manage and develop the Voluntary Services team on site, as part of the Voluntary Services department. As well as ensuring there is shared management responsibility for the volunteers throughout the Trust.
- To coordinate the recruitment, training, support, placement and retention of volunteers appropriate to their skills and experiences to maximise the benefit to patients, staff and service users.
- To ensure that volunteers gain satisfaction and develop through their voluntary work and have a successful and enjoyable volunteer journey with the Trust.

Key Working Relationships

Head of Voluntary Services, Voluntary Service Manager colleagues, Voluntary Service team, staff throughout the Trust, representatives of the Trust's partner organisations and charities. Prospective volunteers and local school and colleges and all other potential volunteer supporting individuals, groups and organisations.

Main Duties and Responsibilities

Communication

- To work alongside your Volunteer Service Manager (VSM) colleagues to provide professional guidance to managers and staff within the Trust on all aspects of recruiting and engaging volunteers and their on-going support.
- Ensure that the co-ordination of meetings and placement of volunteers with departmental managers are a clear and crucial element of the volunteer journey with the Trust. Ensuring that both the volunteer and the manager are clear about expectations and impact of the volunteer and the role being undertaken.
- Be an active member of groups or committees related to volunteers/volunteering, which will involve attending regular VSM and service meetings, taking part in discussions, and influencing the decisions about the volunteering service within the Trust.
- To liaise as a VSM team with Trust Communications Departments effectively, with a view to developing strategies to promote/improve and promote the impact of the contribution of volunteers for the Trust.
- To ensure the activities of the Voluntary Service programme are publicised to enhance awareness of the volunteer services available in the Trust and across the wider community.
- Receiving and providing information that may be complex and/or may require persuasive skills, agreement and co-operation while leading the team to inform and support work colleagues, clinicians, other departments, patients and clients as appropriate to the job role.
- Liaising and working in partnership with VSM colleagues, the Trust and other partner organisations in the area to develop and agree joint volunteering arrangements if appropriate for the benefit of the Trust, its Patients and Service Users.
- Collaborate with other Voluntary and statutory organisations that have a volunteer presence on trust premises ensuring that they comply with trust policy on volunteering and the required governance and legislation.
- Oversee the production of a Voluntary Services newsletter to keep volunteers informed of their responsibilities, information about mandatory updates, and developments within the Voluntary Services programme.
- To be responsible for the planning, organisation and implementation of all volunteer community events and internal communications with staff and volunteers across the Trust.
- To oversee the coordination of all digital platforms, social media messaging on behalf of the Trust.
- Demonstrate innovative ways to show the Trust's appreciation, reward and recognition of all volunteers' contribution through established schemes, awards and annual events (conferences, coffee mornings, lunches, reward programmes etc.)

Service Delivery and Improvement

- Manage own and the teams' workload priorities. Be proactive in the identification of workload issues that affect the smooth running of the department on your specific site and develop and implement action plans to resolve the issues.
- To support the design, delivery and implementation of the Voluntary Services strategy and operational plan with the Head of Voluntary Services, other VSM colleagues and all voluntary services colleagues.
- To oversee that all staff are aware of their duty of care in relation to equipment and resources used in the course of work and ensure that equipment and facilities are used carefully and appropriately.
- To oversee and coordinate processes for the payment and authorisation of 'out of pocket' expenses for volunteers and ensure that accurate records are kept for invoices and other departmental expenditure.
- Provide support, advice and assistance to other sites in the absence of their VSM.
- With your VSM colleagues, advocate for the development of Voluntary Services across the Trust, supporting the delivery of high-quality patient care, treatment and experiences.
- With your VSM colleagues, to manage the day-to-day operation of the Trust's volunteering agenda, inclusive of relevant administration, training, contact with staff, volunteers, and partner agencies.
- To identify and determine volunteer opportunities and guidelines, assessing and monitoring the requirements and suitability of volunteer positions in liaison with Ward / Departmental Managers.
- To develop strategies for the utilisation of volunteers in newly identified areas and in the implementation of new schemes. Review, evaluate, and modify requirements and quality of work if necessary and report any issues of concern to senior members of staff.
- To manage and progress volunteering across the Trust, and act as the lead point of contact on site for members of the public, Trust staff, and other agencies on all aspects of volunteering.
- To co-ordinate volunteering activity with partner volunteer agencies to pro-actively support the volunteer service.
- To coordinate the selection, interview, placing and reviewing process of all new volunteers using the Trust's recruitment and selection procedure to minimise risk and maximise potential and measure impact.
- As a VSM team, ensure that monitoring and evaluating quality standards in relation to the recruitment, placement, and on-going support for volunteers across the Trust are implemented. Ensuring that the allocated resources are managed within the department budget.
- Ensure that the allocation of volunteers to agreed roles across your site and local area. Ensuring that as many areas as possible have regular support, assistance and a consistent volunteer presence.
- Maintain records of volunteering undertaken across the Trust to support the production of reports, statistics and other important information about the volunteering services as required in accordance with GDPR and the Trust's Data Protection and Privacy policies.
- Maintain professional and courteous working relationships with staff and respect the equality and diversity of each and every person.

- Uphold the privacy and dignity of the patient and respect the equality of patients at all time.
- To conduct investigations into any problems/incidents between volunteers and staff or patients, taking appropriate action in accordance with the Voluntary Services departments' problem solving procedures for volunteers.
- Offer counsel to staff and volunteers if required.
- Ensure that the co-ordination and facilitation of the induction and training for new volunteers is delivered to a high and consistent standard.
- To evaluate and monitor training needs with volunteers. Implement appropriate feedback mechanisms, modify and arrange further training as appropriate. Encourage all volunteers to take advantage of training opportunities within the Trust, to meet the needs of the Trust, and new initiatives.

People Management and Development

- Be responsible for the recruitment, appointment and management of the staff within the Voluntary Service, including setting objectives, performance appraisal and identifying training needs, both statutory and related to personal development, and maintaining records.
- Monitor sickness/absence and annual leave of staff, and, where appropriate, carry out return to work interviews in accordance with the Trust's Attendance Management Policy.
- To operate Disciplinary and Grievance procedures when necessary for staff.
- Development of outline role specifications for volunteer placements across the Trust.
- Manage the recruitment of volunteers following Trust policies, assessing each volunteer's suitability taking into account specific skills, knowledge and previous experience. Managerial responsibility for the appropriate screening, induction and training of all volunteers before placement.
- Ensure volunteers are supported in existing areas and to lead the development of new services aimed at enhancing the patient's experience in hospital by complementing the role of paid staff.
- In order to retain volunteers, provide team leadership for the Trust's volunteers and deal with human resources issues as required.
- Support volunteers by holding regular support and/or review meetings with them, individually or as a team and ensure they are up to date with mandatory, statutory and role specific training.
- Encourage the identification and implementation of initiatives to volunteers who may benefit from additional support as part of their volunteer journey with the Trust.
- Responsible for providing advice or support to staff in their dealings with volunteers.
- Analyse and address placement issues including, where necessary, identifying alternative solutions for placements.
- To deal with and resolve problems or grievances between staff and volunteers.
- To be responsible for terminating volunteer placements where necessary with support and guidance from VSM colleagues, the Head of Voluntary Services and Workforce colleagues as appropriate.
- Maintain own knowledge base and expertise of volunteering within the NHS through membership of relevant professional networks and associations such as the National Association of Voluntary Services Managers (NAVSM), the Association of Volunteer Managers (AVM), NCVO, Helpforce and other relevant organisations and platforms.
- Co-operate with the Trust annual appraisal process and identify own training needs.

- Lead the resolution of any complaints in relation to the services provided by the Voluntary Services programme on your site and implement any improvements that result from identified problems.
- Lead the implementation of the Problem Solving Procedure initiated by volunteers or ward/ department staff.
- Deal with sensitive information in an appropriate way, taking into consideration the Data protection Act and Trust policies and procedures.

Information Resources

- Develop and maintain effective computer information systems in order to provide assurance in relation to internal and external standards and to produce statistics and reports as required.
- Ensure that personal records are kept for each volunteer in accordance with the Trusts' Data Protection Policy.
- Compiling and maintaining datasets using IT systems and/or other detailed information that may require analysis.
- Establish and maintain accurate, up to date and comprehensive records, including for example, volunteer contact details, recruitment information, training, etc. in accordance with Trust requirements. Including the processes supporting the volunteering service e.g. recording of volunteer achievements, ensuring that necessary risk assessments/criminal records checks are carried out on all volunteer placements
- To audit the process for volunteering services as and when applicable, for example, in the creation, analysis and evaluation of service user surveys.
- Provide volunteer recruitment and retention statistics.

Financial and Physical Development

- Observe personal duty of care in relation to equipment and resources used in the course of work and ensure that equipment and facilities are used carefully and appropriately.
- To establish and maintain a process for the payment and authorisation of 'out of pocket' expenses for volunteers. Monitoring expenditure against agreed budgets to work within the Trusts standing financial instructions. To oversee the appropriate use of funds/monies, ensuring that any expenses pertinent to the role/volunteering service, are appropriately accounted for.
- Authorise and process volunteer expenses and maintain accurate records of expenditure, monitoring any associated budget as required.

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager

- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

Patient Care Delivery

- Assist patients, visitors or staff during incidental contact

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:

- Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
- The patient being at the heart of every element of change
- Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
- Continuous improvement of our services through small steps of change
- Constantly testing the patient pathway to see how we can develop
- Encouraging frontline staff to lead the redesign processes
- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	Use of IT and keyboard. Maybe long periods of standing, walking around, and desk work.
Emotional	Incidental. Dealing with Staff and Volunteers who may be distressed or have concerns.
Mental	Dealing with multiple and conflicting time pressures. Interviewing and support of volunteers. Attend team meetings and meetings with placement managers and partner organisations across the Trust.
Working Conditions	Primarily office based. May be required to hot-desk, lone working may be required. Continuous use of VDU.

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Experience/ Qualifications	Educated to degree level	AF,I	Management training	AF,I
	Experience of working in an NHS / Health and Social Care / Charitable / Voluntary or Public Sector Organisation	AF,I	Experience of working with volunteers or as a volunteer	AF,I
	Experience of: <ul style="list-style-type: none"> Team Management Strategic and Operational delivery Leading Event Organisation Dealing with members of the public 	AF,I		
	Able to demonstrate relatable experience gained in a relevant field	AF,I		
	Experience of managing a complex and varied workload	AF,I		
	Experience of collaborative team working	AF,I		
	Able to demonstrate an understanding of volunteering within a public sector organisation			

Skills	Excellent organisational and time management skills	AF,I		
	Ability to communicate effectively with different audiences and adjust approach accordingly	AF,I		
	Excellent interpersonal skills including listening, persuading, influencing, advising, negotiating, motivating, reassuring	AF,I		
	Ability to deal with highly confidential/ sensitive /difficult situations	AF,I		
	Ability to prioritise own workload	AF,I		
	Ability to demonstrate strong written and verbal communication skills	AF,I		
	Ability to accurately and efficiently input and retrieve information on a computerised system	AF,I		
	Strong Microsoft skills (Word, Excel, Outlook)	AF,I		
	Ability to move swiftly between priorities and deal with multiple demands within short deadlines	AF,I		
	Ability to remain calm in difficult circumstances			
	Comfortable in communicating with people from all levels of an organisation	AF,I		

	<p>Ability to deliver related presentations to groups within the NHS and community (schools/ colleges)</p> <p>Evidence of having undertaken own development to improve understanding of equalities issues</p>	I		
People Management and Development	<p>Excellent teamwork skills</p> <p>Ability to coach and support colleagues within the department</p>	<p>AF,I</p> <p>AF,I</p>	<p>Experience of working in a supervisory role</p> <p>Some experience of supervising staff or volunteers</p> <p>HR/ Recruitment experience Mentoring / Coaching experience</p>	AF/I
Equality, Diversity, and Inclusion	Evidence of having championed diversity in previous roles (as appropriate to role).	I		
Specific Requirements	<p>Some knowledge of HR/ Recruitment practices</p> <p>Ability to apply legislation, policies, procedures and best practice</p> <p>Evidence of continuous professional development</p>	<p>AF,I</p> <p>AF,I</p> <p>AF,I</p>	Experience of interviewing	AF/I
Freedom to Act	Ability to use own initiative, work autonomously and without supervision where required	AF,I		