



JOB DESCRIPTION	
Job Title:	Volunteer Co-ordinator
Hours of Work:	
Base:	Barnsley Hospice, Gawber
Department:	Human Resources
Accountable To:	Head of HR
Responsible For:	Coordinating volunteering positions and volunteers, recruitment, maintaining organisational policies and procedures, and promoting the hospice and its volunteer accomplishments. Organising ongoing training and ensuring accurate and compliant volunteer records.
Job Purpose:	The purpose of this role is to ensure that a high-quality volunteer service is delivered to the Hospice and that the volunteer experience is positive.
Organisational Summary	Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub. We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.
Main Duties & Responsibilities:	
Key Duties and responsibilities	
1. Lead the recruitment, selection, and onboarding of volunteers 2. Develop and deliver an effective induction programme for all volunteers 3. Provide ongoing support, supervision, and recognition for volunteers 4. Develop and deliver training as appropriate to support volunteer roles 5. Oversee day-to-day volunteer operations, including rotas and expense claims 6. Develop and promote new volunteering opportunities aligned with organisational needs 7. Monitor and evaluate volunteer involvement and management systems	

8. Establish and maintain relationships with external agencies (e.g. Volunteer Centres) 9. Contribute to the strategic development of the volunteering programme 10. Promote the value of volunteering across the organisation 11. Mediate and manage relationships between volunteers and staff where necessary 12. Develop and embed the corporate volunteer programme 13. Work with departmental leads to determine numbers and range of volunteers needed for particular projects or teams 14. Ensure that volunteer role and person specification are developed for each volunteer role at the Hospice, in liaison with the relevant line manager 15. Manage all aspects of the volunteer recruitment and hiring process by advertising for available volunteer positions, working with line managers in interviewing candidates, and matching them with appropriate roles 16. Ensure all necessary checks are conducted prior to volunteers joining the organisation, including references, health questionnaires and DBS checks.
Training and Induction
1. Prepare and present induction materials for new volunteers, including handbooks and induction programmes 2. Work with departmental managers to deliver the volunteer training programme and ensure regular, good quality, reflective 1:1 supervision for volunteers is carried out 3. Manage, oversee, log and support volunteer training compliance
Recognition and Appreciation
1. Cultivate a positive and supportive atmosphere by recognizing volunteer efforts and assisting volunteers with their own endeavours 2. Work closely with the Marketing and Communications team and team leaders to celebrate volunteer successes
Health and Safety
1. Work with team leaders to ensure that volunteers are provided with the necessary PPE, tools and training to complete their work. 2. Work with the Health & Safety Lead and team leaders to ensure appropriate risk assessments are completed
General
1. Maintain a central database of volunteers and projects and track key metrics 2. Present updates and metrics to colleagues and executives in writing and presentations 3. Keep current with changing volunteer regulations and obligations. Ensure this information is acted upon and communicated to all volunteers and their team leaders. 4. Build and maintain links with external organisations in particular Barnsley CVS and Hospice Volunteer Managers Network. 5. Promote the organisation, its volunteer efforts, and its accomplishments internally and externally 6. To support the wider team in carrying out general HR administrative duties where required
Other Responsibilities
1. To undertake any other duties, commensurate with the role as required by the Hospice. 2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times. 3. The post holder will be expected to maintain strict confidentiality at all times. 4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.

5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
6. The post holder is to ensure data protection is maintained at all times.
7. The post holder will be flexible in terms of working hours in order to meet service needs.
8. The post holder will support the Hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

This job description is not an exhaustive list but it shows many of the aspects to this role.

PERSON SPECIFICATION	
Knowledge and educational achievements:	
1. Business Administration or Human Resources Qualifications	Assessment method – application form
Experience and work achievements:	
1. Proven experience as volunteer coordinator or experience in a similar position 2. Experience of recruiting, training, managing and supervising or mentoring a diverse range of staff or volunteers 3. Experience of building and maintaining effective relationships with internal and external stakeholders 4. Experience in volunteering locally and/or internationally desirable	Assessment method – application form and interview
Skills and abilities:	
1. Working knowledge of databases and MS Office (especially Excel) 2. Excellent verbal and written communication skills with the ability to articulate clearly and sensitively. 3. Able to use own initiative. 4. Excellent listening and interpersonal skills 5. Ability to work independently and collaboratively in a team environment 6. Ability to meet deadlines and deal with competing priorities and demands 7. Able to build and maintain relationships whilst maintaining appropriate professional boundaries 8. Great attention to detail	Assessment method – application form and interview
Personal attributes:	
1. Good interpersonal skills and the ability to establish good working relationships. 2. Professional, approachable and friendly nature. 3. Excellent time management skills	Assessment method – application form and interview
Our Values and Behaviours:	
Ambition: <i>We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</i>	Assessment method – application form and interview

• We set high standards for ourselves and the services we provide. • We seek every opportunity to learn: from our successes and our mistakes. • We take a flexible and creative approach when seeking opportunities and solutions. Collaboration: <i>We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</i> • We value diversity in its broadest sense and take meaningful action to create an inclusive environment. • We seek out and nurture partnerships so we can achieve more together. • We are welcoming and friendly. Compassion: <i>We are caring and treat everyone with kindness and respect.</i> • We show empathy and consideration towards others. • We are genuinely caring and respectful in our interactions with others. • We are generous with our time and attention, and value the people around us. Integrity: <i>We are honest, communicate clearly and openly, and take responsibility.</i> • We are open and honest with ourselves and others. • We are trustworthy and reliable and deliver on our promises. • We are professional and take our responsibilities seriously.	
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