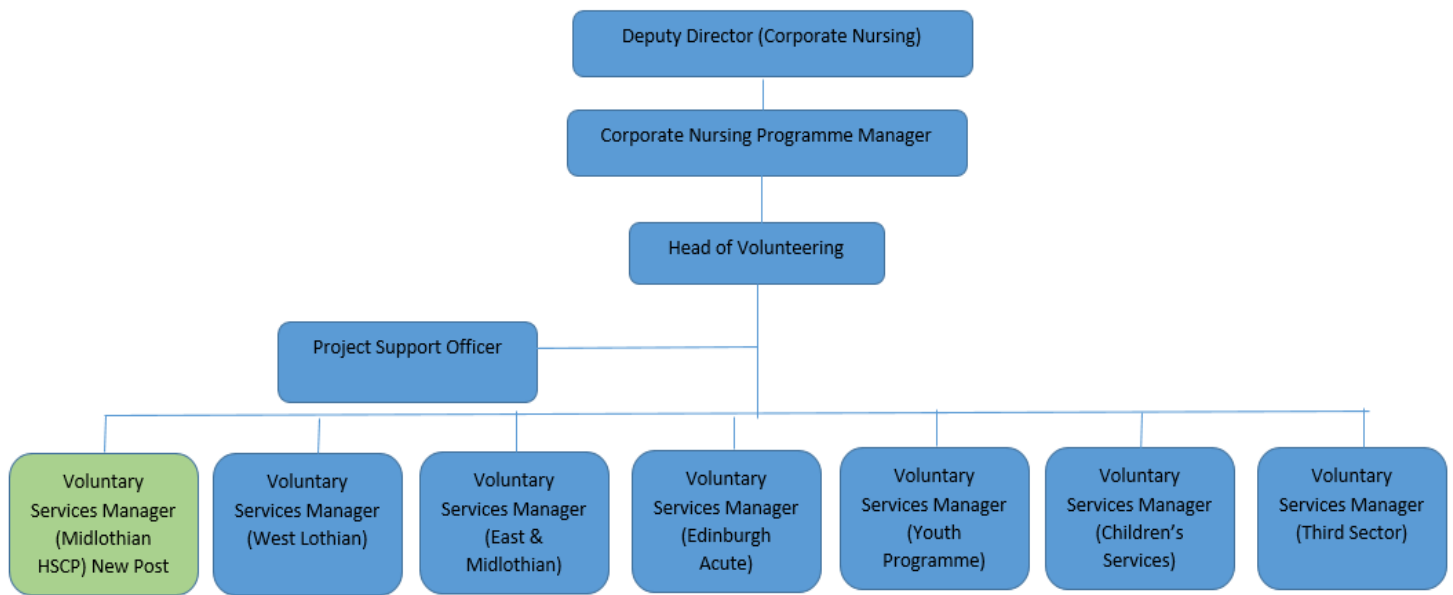


Job Description	1. JOB IDENTIFICATION
Job Title:	Voluntary Services Manager (VSM)
Responsible to:	Head of Volunteering
Department(s):	Corporate Nursing
Directorate:	Nursing Directorate
Operating Division:	Corporate
Job Reference:	029524
No. of Job Holders:	1 within Midlothian HSCP. 6 across NHS Lothian, with specific geographical locations or specified client group
Last Update:	July 2020
	2. JOB PURPOSE
	To promote and support the implementation of 'Volunteering Well' NHS Lothian Volunteer Strategy 2018-23 and Midlothian Council's Volunteering Policy to ensure voluntary roles deliver high impact services which make a measureable difference to individuals, their families and staff.
	To be responsible for the day-to-day efficient and effective operational management of the service across Midlothian.
	3. DIMENSIONS
	NHS Lothian provides primary care, community and secondary services for the Lothian population of approximately 85,000 from various hospitals sites, 65 clinical and health centres as well as from GP Surgeries. Tertiary services are provided for South-East Scotland and the Board participates in a number of South-East Scotland-wide Managed Care Networks (MCNs). NHS Lothian has a budget of £1.4bn.
	Midlothian Health and Social Care Partnership provides health and social care services for the Midlothian population of approximately 92,000 people. Midlothian HSCP is governed by Midlothian Integration Joint Board.
	Approximate number of NHS Lothian volunteers (as of July 2020) 650 and approx. 500 in the process of applying.
	The post holder does not have budgetary responsibility but is however responsible for managing and authorising volunteer expenses up to £200 and to ensure they are appropriately processed and progressed for payment in a timely manner.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Deputy Director of Corporate Nursing facilitates and supports all Clinical Divisions, providing professional leadership, and advice to the nursing staff. A key feature of the department is in achieving better services for patients, facilitating improved services for patient's, relatives and carers through the development of projects and volunteer roles.

The role of Voluntary Services Team is to provide NHS Lothian with volunteers and to develop volunteering activities, implement, promote and manage volunteers on a day to day basis in line with NHS Lothian's Volunteering Policy and Guidelines. The NHS Lothian volunteering strategy 'Volunteering Well' sets out the aims that;

- Volunteers will enhance the experience of people using the services of NHS Lothian
- Volunteers will have a personally rewarding experience and know that their contribution is valued and has made a difference
- Lothian's approach to volunteering will strengthen our contribution to the life of local communities

NHS Lothian is committed to ensuring that the volunteers' work complements the work of paid staff. The scope for volunteer involvement is wide. The Voluntary Services Team will ensure that staff, at all levels are clear about the role of volunteers and foster good working relationships between staff and volunteers.

6. KEY RESULT AREAS

Leadership and Management

1. Develop, implement and manage volunteering activities in agreed areas and sites and to ensure best practice in volunteering is maintained.
2. To ensure best practice in volunteering recruitment, training, and placement and staff/volunteer relations. To manage and implement the recruitment of volunteers, ensuring that all policy, procedures and guidelines are adhered to. Maintain appropriate volunteer service records, i.e. volunteer's details and requests for volunteers.
3. Agree and provide appropriate level of support and supervision to volunteers, including those with additional support needs, anticipating and dealing with any issues, motivate and encourage volunteers, and where necessary support a positive exit from volunteering i.e. suggest alternative volunteering opportunities out with NHS Lothian if appropriate.
4. To identify volunteering opportunities, develop initiatives with service managers and provide support on volunteering issues to management, staff, services users and associated voluntary organisations. To provide awareness sessions and training for those who work with volunteers to ensure they are aware of how areas can

benefit most from having a volunteer/s and the roles and responsibilities of individual volunteers.

5. The post holder will be the first point of contact for staff across all services acting in an advisory capacity to those sites with no dedicated manager and will advise staff on all matters of policy, strategy and legislation related to volunteering.

6. Develop effective working relationships with all staff, statutory organisations and voluntary agencies to promote volunteering and ensure a multi-disciplinary approach. Represent NHS Lothian at relevant local and national groups.

7. Contribute to the collation and writing of reports, newsletters and bulletins for a number of audiences

8. Promote at all times diversity and equality of opportunity in accordance with local and national policy and procedures

Promoting and Developing Volunteering

10. Promote volunteering within NHS Lothian by raising awareness in corporate and private sector through direct contact e.g. presentations and talks, recruitment fairs and community events. Manage and administrate special projects identified, in consultation with staff and voluntary organisations associated with NHS Lothian e.g. thank you events, volunteer recruitment events, etc.

11. Promote volunteering and identify opportunities to assist in the implementation of the NHS Lothian Volunteering Strategy.

12. Liaise with partnership and statutory bodies regarding the scope and limits of the duties of volunteers within the NHS employment sector.

13. Contribute to promoting the role and contribution of volunteers e.g. articles for social media, production of Annual Reports, newsletters, development of voluntary services section in NHS newsletters and on the NHS Lothian intranet pages.

14. Assist supervision of any fund-raising events initiated directly on behalf of or by the volunteers for the purpose of specific projects or events to ensure that the volunteer feels supported and appropriate fund raising governance is followed.

7A. EQUIPMENT AND MACHINERY

The Post holder is required to use a PC for; general word processing, for e-mail, developing and maintaining data bases, spreadsheets, report-writing, publication of newsletters, brochures, posters, mail-outs, internet research and communication with voluntary organisations, associations, national training schemes, links with VSMs within the NHS and local links with organisations and individuals involved in the voluntary sector. The Post holder is required to use a mobile phone and be contactable out-of-hours, when volunteers are active.

The Post holder will be responsible for organising maintenance of equipment.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7B SYSTEMS

The Post holder will be responsible for creating, updating and monitoring volunteer records and databases, (paper and electronic) in compliance with the Data Protection Act legislation.

The Post holder will maintain financial records and authorise the payment of volunteer expenses.

Internet / Intranet, TURAS (or equivalent) and DATIX

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Work will be reviewed and prioritised with the Head of Volunteering on a regular basis with reference to specifically agreed objectives set and reviewed annually as part of the appraisal process reflecting the team's work plan.

Work autonomously — one of a small team of VSMs (7) working across NHS Lothian

The post holder's work is largely self-directed and generated from the patients' needs, the services within NHS Lothian to benefit the quality of the service to the individual, their families and staff.

9. DECISIONS AND JUDGMENTS

Prioritise projects and requests for volunteer placement based on demands, needs and availability of suitable candidates.

Determine the content and form of presentations used to promote or explain volunteering to staff, general public and interested parties

Determine best course of action to resolve any dispute between volunteers and staff related to performance or conduct and in specific cases agree action with line manager.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Pressure to recruit volunteers.

Establishing rewarding volunteer roles and matching the needs of the service to the expectations of those who want to volunteer. Introducing volunteers into new areas or where there have been difficulties in the past.

Establishing active participation of volunteers from all social groups and working with volunteers with higher support needs.

Managing volunteers whose attitudes or behaviours make them unsuitable to work in a particular placement or occasionally informing them that can no longer volunteer.

11. COMMUNICATIONS & RELATIONSHIPS

Within NHS Lothian, the post holder needs to have working relationships with staff at all levels including community, ward and department managers and key staff, to introduce volunteers, and to monitor and support ongoing involvements. This may involve negotiation if either staff or volunteers have had a previous poor experience.

Communications with individual volunteers will include face to face and in groups. Volunteers range in age from age 16 and upwards, the post holder needs to be able to motivate, enthuse, show empathy to and reassure all volunteers, which requires highly developed communication skills.

Communication is done through a variety of ways e.g. face to face, VIS, emails, letter and telephone.

Internal

Chairperson and Board members, NHS Lothian Directors of Nursing/ Associate Nurse Directors Directorate & Senior Managers / Deputies, Chief Nurses, Ward/Departmental Nursing & Midwifery Staff, healthcare students, Play Specialists, Therapists, Chaplains, CCL Teams, Care Home Staff, Allied Health Professionals, Community Staff, Reception/Administrative staff, Voluntary Services Managers, Volunteers.

The post holder will promote volunteering to a broad range of external organisations and individuals from MSPs to the general public. This will involve presentations and talks, participating in forums, advisory panels and specific enquiries.

External

Volunteers and TSIs (Third Sector Interface Organisations); Scottish Government, Health and Social Care Partnerships, Statutory Bodies, Private Sector companies e.g. Banks and local/national companies, Schools, Colleges, Universities, Institutes of Higher Education. (local, national, international), Media Organisations (local and national), Volunteer Scotland, General Public

Voluntary Organisations e.g. Volunteer Midlothian, Marie Currie, British Red Cross.

12. PHYSICAL, MENTAL, ENVIRONMENTAL & EMOTIONAL DEMANDS OF THE JOB

Physical

Long periods at desk, using PC using telephone and interviewing potential volunteers

Carry, assemble and disassemble promotional equipment e.g. Screens, stands, projectors, laptop computers.

Maintaining competency in manual handling skills to train volunteers in wheelchair management

Active role which daily requires a lot of walking around site(s)

Mental

Long periods of concentration to assimilate information to develop and prepare projects, reports and submissions. Extended periods of concentration for meetings, forums and discussions, to mediate and problem-solve issues with volunteers.

Self-directed, independent working with minimum day-to-day supervision from line manager. Prone to constant unpredictable interruptions from telephone enquiries, volunteers, staff, and general public with regard to the broadest range of volunteering and unrelated topics because of the high profile of voluntary services and projects.

Emotional

Dealing with volunteers' personal issues in one-on-one meetings and reviews e.g. family, health and economic crises which affect performance or availability inter-personal difficulties with staff or fellow volunteers, occasional aggressive or abusive contact with the general public.

The stress of finding solutions to resolve critical needs for support with a voluntary resource.

Working with staff who may have negative attitudes to volunteers and the benefits of volunteering.

Providing support to volunteers (particularly where a volunteering task exposes them to emotional demands or they have high support needs themselves).

Environmental

Travel between sites to meet volunteers, review projects and attend meetings.

Working in diverse environments across the Board while training and orientating volunteers e.g. wards, clinics, accident & emergency, support services, waiting rooms.

13. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

Qualifications

Educated to degree level or similar qualification or appropriate experience in a related role

Evidence of recent continuous professional development

Experience

Experience designing resources, with a high proficiency in Microsoft Office programmes (Word, Excel, PowerPoint, Outlook), internet browsers and web-based systems, databases and social media platforms.

A working knowledge of best practice in volunteer management with the ability to develop policies and procedures and advise others on how these should be implemented in different contexts. Demonstrable knowledge of current and emerging issues in volunteering and voluntary sector

Highly organised with the ability to prioritise, co-ordinate and delegate tasks and work accurately under pressure to meet deadlines.

Able to build collaborative working relationships with NHS staff at all levels, and external stakeholders and delivery partners, including educational institutions, youth organisations and other third sector organisations.

Skills

Experience of working with and managing volunteers with experience of giving feedback to volunteers in a sensitive and appropriate manner

Experience of working with colleagues to identify volunteering opportunities and developing plans to fulfil them.

Experience in successful project management with experience of measuring and evaluating impact.

Ability to plan, implement and deliver training, combined with understanding of adult learning techniques / theories, including the creation of supporting resources.

Experience of developing and delivering tailored training workshops and presentations for groups of volunteers.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:	Date:
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