

## Recruitment person specification: Volunteer Services Manager

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/ Training</b>	<ul style="list-style-type: none"> <li>• Relevant qualification e.g. Higher National Certificate, SVQ level 4.</li> <li>• Certificate in Volunteer Management, eg. SCQF level 7, or equivalent relevant experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Management qualification.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Relevant demonstrable experience of working with volunteers in charities and/or public services.</li> <li>• Proven demonstrable experience of recruiting and placement of volunteers.</li> <li>• Demonstrable experience of building and maintaining relationships with stakeholders across a complex organisation.</li> <li>• Demonstrable experience of developing and/or implementing a volunteering policy in line with current legislation as relevant to volunteering.</li> <li>• Demonstrable experience or proven knowledge of using databases to record volunteering information.</li> <li>• Demonstrable experience of interviewing people and assessing skills, knowledge and aptitude against set criteria e.g. a role profile.</li> <li>• Demonstrable experience of using Microsoft Office packages e.g. excel, word</li> </ul>	<ul style="list-style-type: none"> <li>• knowledge of national NHS structures and policies.</li> <li>• Demonstrable experience of organising volunteers within a health care setting</li> </ul>
<b>Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills, including report writing/detailed correspondence. Excellent negotiation, communication and influencing skills.</li> <li>• Organisation/time management skills.</li> <li>• Strong IT skills.</li> <li>• Excellent customer service skills e.g. interviewing, problem solving, supervision and sign-posting.</li> <li>• People management skills, including goal setting, personal development planning, and supervision.</li> <li>• Good event management skills with attention to a high level of customer service.</li> <li>• Demonstrate respect for other people with different backgrounds and opinions.</li> <li>• Committed to promoting equality and diversity.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Problem-solving skills.</li> <li>• Ability to manage conflicting priorities and variations to workload.</li> </ul>	
<b>Additional job requirements (e.g. car driver, unsocial hours)</b>	<ul style="list-style-type: none"> <li>• May be required to travel and occasionally work outside of normal working hours.</li> </ul>	
<b>Any other additional information</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for own actions and decisions and applies close attention to detailed information.</li> <li>• Takes responsibility and ownership for the delivery of objectives and quality of work and acts on continuous improvement feedback.</li> <li>• Ability to identify scope for improving the patient experience and engagement agenda.</li> <li>• Demonstrable ability to meet Board values.</li> </ul>	

**JOB DESCRIPTION**

**1. JOB IDENTIFICATION**

**Job Title: Volunteer Services Manager**

**Department(s): Spiritual & Pastoral Care/Human Resources**

**Job Holder Reference:**

**No of Job Holders: 1**

**2. JOB PURPOSE**

To promote the development of volunteering in NHS Golden Jubilee (NHS GJ) in line with NHS GJ strategies, National and statutory policies and procedures.

This post is part of the Spiritual & Pastoral Care and Human Resources Team. The post holder will be the principal resource for dealing with issues related to and affecting volunteering within NHS GJ.

This post will ensure best practice in recruitment, training and placement of volunteers. The post provides day to day management of the volunteers supporting volunteers to engage with a range of services and staff throughout NHS GJ.

To identify new volunteer opportunities.

Develop initiatives with managers, project leads & volunteer organisations, whilst continuing to maintain and meet the Investing In Volunteers Standards.

**3. ORGANISATIONAL POSITION**



#### **4. SCOPE AND RANGE**

The post holder will lead and develop a department of volunteers, which provides quality support services, enhancing patient care and service provision through the involvement of volunteers within NHS GJ.

The post holder will engage with staff and volunteers across NHS GJ, which contributes to the development of a sustainable culture of volunteering in the NHS GJ.

This requires excellent volunteer management and organisational skills, whilst directly providing support to the Spiritual Care & Diversity Lead (Line Manager), other colleagues and an increasing team of volunteers.

The Post holder will be expected to contribute to the delivery of the Board's Involving People (Person Centred) activity. This will mainly be related to the operational, implementation and review of the volunteer policy and volunteer strategic plan, as well as delivery of a portfolio of projects as agreed with Line Manager.

The post holder will have a diverse workload and be aware of their level of responsibility by taking ownership for the duties associated with their post. They will develop collaborative working relationships with a wide range of stake holders internal & external, to ensure that volunteer services are delivered within a qualitative management framework.

The post holder will identify volunteering opportunities and develop initiatives with Management and seek approval through the Volunteer Forum and Involving People Group.

This post will ensure best practice in recruitment, training and placement of volunteers. The post provides day to day management of the volunteers supporting volunteers to engage with a range of services and staff throughout NHS GJ.

The post holder will act as a point of contact for voluntary organisations and third sector organisations.

Although line manager is responsible for directorate budget authority, the post holder has to ensure that they work within the allocated volunteer budget. Compiling monthly, quarterly & annual volunteer expenses reports to line management & finance.

The post holder must ensure, in conjunction with Line Manager, the development of their objectives and Personal Development Plans are undertaken on an annual basis.

#### **5. MAIN DUTIES/RESPONSIBILITIES**

##### **A) Leadership and Management**

To promote the development of the Volunteering Services within NHS GJ.

To provide a confidential, efficient and effective range of support to the Volunteer service and the necessary support to NHS GJ colleagues to ensure volunteer services are well coordinated and delivered in accordance with NHS GJs Volunteering Policy, strategies and procedures in line with the Investors in Volunteers Standards.

Be the principal resource for staff on issues related to and affecting volunteers including all performance related matters and conduct issues.

Advise on best practice in recruitment, training and placement of volunteers.

Coordinate and facilitate monthly Volunteer Information Sessions for Volunteer Enquiries, manage and implement the recruitment of volunteers, ensuring recruitment policy, Volunteer policy and guidelines are adhered to.

Manage and coordinate the participation of the ongoing regular reassessment process for quality standards associated with Investors in Volunteers (IIV) award are reviewed and maintained in line with 3 year renewal processes.

Participate in implementation and review of local practice to ensure service delivery is operating within Best Practice guidelines.

Maintain confidentiality of Volunteer data at all times and be aware of the requirements of the GDPR Updated Data Protection Act 1998 and the introduction of GDPR in 2017.

Develop training materials and provide ongoing training in response to the changing requirements of the service.

Provide appropriate level of support and supervision for all volunteers needs, respond to concerns and support personal development.

Facilitate delivery of Volunteer Induction/ preparation and facilitation of Training Sessions, which ensures Volunteers are fully prepared for their forthcoming roles in the Organisation. Ensuring all training materials are revised and relevant to support volunteers within their roles.

Sharing Information on Volunteering to relevant teams/ department. Ensure wards/departments are influenced to be "Volunteer Friendly" environments. This involves brief information on volunteering, explanation of the volunteer's role and advice on how colleagues can make the best use of this resource. Provide training for staff where appropriate.

Promote diversity and equality of volunteers and volunteering opportunities.

Facilitate the Introduction and support of new volunteers to ward areas.

Working collaboratively to develop and maintain good working relationships with all volunteers & staff to ensure satisfaction with volunteer teams, in particular focusing on new volunteers and their ability to fit in to the ward environment.

Ensure all volunteers are issued with a letter of acknowledgement following their involvement through volunteering with NHS GJ.

Manage and coordinate the volunteer roles/rotas on a daily basis, providing advice and support to all volunteers, staff and stakeholders.

Manage own workload and work collaboratively as part of the Volunteer Team

## **B) Statistical Information/ Reports & Presentations /Publications**

To develop and maintain NHS GJ Volunteer Services 5 year Strategic Plan.

Compile and review annual volunteer work plan in line with Volunteer Strategy

Post holder will contribute to the implementation, monitoring and review of the NHS GJ Volunteer Policy, Volunteer Strategy & procedures providing amendments where necessary thus ensuring best practice and compliance with relevant legislation and guidance.

Compile and present annual volunteer report and quarterly statistical reports to Volunteer Forum and Involving People Group. Report statistical information on demographics and data to National Volunteer Manager Network Group.

Attend team meetings with colleagues and one to one meetings with Line Manager to ensure the service is meeting targets and continues to be delivered within a Quality/ Risk Management Framework and to ensure the profile of volunteers and the organisation is evaluated.

## **C) Budgets & Expenditure within Volunteer Service**

Compile monthly volunteer expenses and forward to Line Manager for authorisation and Finance for payment.

Compile and maintain budget spreadsheets for volunteer expenditure and regularly review the budgets with Line Manager and Finance Officer.

Contribute to the Publication of the Volunteer Newsletter "InVOLved" with support and guidance from Communications Team.

## **D) Events /Meetings**

Organise, administrate and facilitate annual volunteer events and meetings.

Undertake work associated with raising awareness and influencing/promoting Volunteer opportunities through being involved in local groups and attending external events etc.

Attending Scottish Government's National Volunteer Managers Network meetings & Training Events

Be an active member of the NHS GJ Volunteer Forum & Involving People Group, providing statistical volunteer manager reports.

Member of the Hospital Expansion Programme: to advise and participate in the decisions involving volunteering opportunities and recruitment campaigns for volunteers linked to expansion of hospital.

## **6. SYSTEMS AND EQUIPMENT**

The postholder must be proficient in the use of all Microsoft office packages as well as developing and maintaining National Volunteer database.

The postholder is required to use PC, Outlook, Intranet, internet and general office equipment such as telephone and mobile phone.

The post holder will be responsible for creating, updating and monitoring Volunteer records and National Database, in compliance with Data Protection Act 1998

## **7. DECISIONS AND JUDGEMENTS**

Operates within the Standards set within Investors in Volunteers Accreditation, Guidance and performance indicators set by Scottish Government and NHS Scotland to benefit the quality of the service to patients.

Contribute to policy reviews, strategies and agree framework with line manager and NHS GJ Volunteer Forum and Involving People Group

Volunteer Managers objectives are set equally between post holder and line manager on an annual basis and are reviewed quarterly. Areas for work are largely self-generated and prioritised following discussions with management and executives.

The post holder is a recognised specialist on volunteering and the voluntary sector with responsibility for assisting and guiding staff on all volunteer related matters.

The work of the post holder is largely self directed.

The post holder is responsible for identifying and developing new roles/opportunities. These will be agreed/approved by the Volunteer Forum, Involving People Group & Partnership Forum before implementation.

The post holder will be expected to prioritise, organise and use initiative in coordinating their daily workload with minimum supervision from line manager. Post holder will seek advice from line manager as appropriate.

The post holder will work with a level of autonomy and will be accountable for independent decision making, within the parameters of the post.

The post holder will work collaboratively with a range of colleagues.

The post holder will be responsible for deciding on the suitability of volunteers at interview and through discussion with the individual volunteer, agreeing where they will be placed according to their individual skills/experience. The post holder also has responsibility for the ongoing development of the volunteers.

Maintain high level of confidentiality at all times and ability to use own discretion when dealing with sensitive issues, e.g. confidential information in relation to Volunteer or staff issues.

The post holder is expected to anticipate problems and address them, and to deal with actual problems as they arise.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

Post holder is required to have excellent communication and interpersonal skills and an ability to work across organisational boundaries is essential. They will form effective working relationships with a wide range of individuals to convey information associated with raising awareness of/and the ongoing recruitment of volunteers.

Post holder will participate in the delivery of volunteer training and facilitate staff information sessions on volunteering, which ensure the Service is delivered within a sustainable culture of volunteering.

Relationships will be with line manager, corporate lead for volunteering, Human Resources and colleagues from clinical areas and other departments.

Relationships will be established and maintained with a developing volunteer workforce and with other external organisations i.e. Volunteer Agencies/third sector organisations. Some public speaking may be occasionally required.

The ability to resolve disputes arising from work practice or personal issues between volunteers and staff is critical to maintaining good relations between volunteers, staff and management. Effective negotiation and problem-resolution skills are central to the role of the post holder in establishing new roles and maintaining roles for volunteers in a demanding and changing environment.

Primarily the post holder has a line management relationship with volunteers but also there is a need to ensure volunteers are consulted, kept up to date with developments and, as stakeholders, that their views are reflected in local plans and reviews.

## **9. PHYSICAL MENTAL, ENVIRONMENT AND EMOTIONAL DEMANDS OF THE JOB**

Excellent time management with ability to manage own and support other colleague's workloads to meet the high demands of the service.

Working to tight deadlines with ever changing priorities.

The pressure to recruit volunteers and maintain levels of activity whilst balancing the demands of delivering a quality service and maintaining good relationships with volunteers and staff.

Working with a demanding workload that involves a significant number of volunteers and staff with their own individual priorities. Some volunteers may have higher support needs.

Identifying matters of urgency and proactively dealing with these. Discuss with manager as appropriate.

Challenges to establish rewarding volunteer roles and match the needs of the service to the expectations of those who want to volunteer.

Ensuring a diversity of approaches to recruitment of volunteers making sure that volunteers represent the diversity of local communities.

Expanding the service by Introducing volunteers into areas where they have not been involved before and developing new roles/opportunities.

**10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Relevant qualification e.g. Higher National Certificate, SVQ 7

Certificate in Volunteer Management or equivalent relevant experience.

Ability to establish and maintain excellent working relationships with volunteers and colleagues.

High degree of organisational ability, together with excellent written and oral communication skills.

Ability to handle and prioritise a diverse workload.

Proficient in use of principal Microsoft Office packages. ie Microsoft Word/ Outlook

Ability to deal with enquiries in a professional and courteous manner.

Ability to work under pressure and without close supervision.

Ability to develop and deliver training resources for volunteers and staff.

Professional or management experience of working in the Volunteer Sector.

Ability, experience and judgement to work independently.

**11. JOB DESCRIPTION AGREEMENT**

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

**Job Holder's Signature:**

**Head of Department Signature**

**Date:**

**Date:**

## Delivering care through collaboration

### NHS Golden Jubilee

Beardmore Street, Clydebank G81 4HX

Telephone: 0141 951 5000

[www.nhsgoldenjubilee.co.uk](http://www.nhsgoldenjubilee.co.uk)



Chair: Susan Douglas-Scott CBE

Chief Executive: Jann Gardner

Recruitment line: 0800 0283 666

Dear Candidate

### **POST: Volunteer Services Manager**

**HOURS: 24 hours per week**

**CLOSING DATE: 31<sup>st</sup> May 2021**

The Golden Jubilee Foundation welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely  
Recruitment Assistant

**Golden Jubilee Foundation**  
**General Information for Candidates**

- This information package has been compiled to provide prospective candidates with details of the post and background information about the Golden Jubilee Foundation (GJF).
- The contents of this package are as follows:-
  - Job Description/person specification
  - Terms and Conditions of Service
  - Application Form
  - Equal Opportunities Monitoring Form
  - Information on Agenda for Change
- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.
- GJF operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of two year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please submit your completed application through the Jobtrain Recruitment System to:-  
**recruitment@gjnh.scot.nhs.uk**
- The short listing process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
  - Valuing dignity and respect
  - A "can do" attitude
  - Leading commitment to quality
  - Understanding our responsibilities
  - Effectively working together

## **Golden Jubilee Foundation**

### **Terms and Conditions of Service**

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

#### **1. Superannuation**

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

#### **2. Salary**

£25,351 to £31,966 per annum (pro rata)

#### **3. Grade**

This post is offered at Band 5.

#### **4. Annual Leave**

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

#### **5. Hours of Duty**

24 Hours per week

#### **6. Tenure of Employment**

This post is offered on a permanent basis

#### **7. Asylum and Immigration Act 1996**

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

Golden Jubilee Foundation

Benefits

**NHS Superannuation scheme:**

New entrants to the Golden Jubilee Foundation who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

**Annual leave entitlement (including public holidays):**

35 days' annual leave on appointment

37 days' annual leave after 5 years

41 days' annual leave after 10 years

**Free car parking**

**Continuing professional development opportunities**

**Discounts at the Golden Jubilee Conference Hotel**

**Leisure Club membership** – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £25 per month.

**Discounted Room Rates** - Rooms rates discounted subject to specific conditions.

**Discounted Dining** - 20% off food and beverage when dining in the hotel.

**Golden Bistro (Hospital Restaurant)** - Discounted food in our award winning hospital restaurant.

**NHS Staff Benefits**

As a staff member in the Golden Jubilee Foundation, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk) - new offers are added on a weekly basis.