## NHS GREATER GLASGOW & CLYDE

## JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION**
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| **Job Title:** | Volunteer Projects Manager |
| **Responsible to:** | Spiritual Care and Volunteer Service Manager |
| **Department** | Spiritual Care and Volunteering |
| **Division** | NMAHP |
| **2. JOB PURPOSE**To lead and manage volunteering across the North, South or Clyde Sector of NHSGGC Acute and to attract, inspire and resource suitable candidates for volunteering positions within NHSGGC. To lead and deliver on the continuous development of volunteering in relation to involvement of individuals who directly offer voluntary support to the organisation. To identify and/or develop, with relevant stakeholders, a range of initiatives deemed suitable for volunteer involvement. To continually liaise with key members of staff (Lead Nurses/ Senior Charge Nurses/Lead AHPs, Heads of Department) to position volunteers in areas that will ensure they are provided with relevant and meaningful duties, ensuring any issues are addressed and resolved timeously. |
| 1. **ROLE OF DEPARTMENT**

The function of the department is to deliver efficient and meaningful Volunteer Services across all Acute Hospital Sites; taking cognisance of Healthcare Improvement Scotland’s Vision and Strategy for Volunteering in NHSScotland, the Scottish Government’s National Framework for Volunteering, and supporting the Board to implement NHSGGC’s Volunteer Policy within a risk management framework.The Volunteer Service is an evolving service delivered through volunteering support, to clinical services and other identified services where patients can directly benefit from additional volunteer support. The team are responsible for the delivery of an extensive Volunteer Programme. They work collaboratively with a wide range of professionals internally and externally through a broad range of third sector and other community organisations. The team deal with a high volume of volunteer enquiries and following assessment, progress only those deemed suitable volunteer candidates to the placement process.The team are responsible for direct engagement with identified senior clinical colleagues who hold responsibility for their services, to influence and develop a culture that promotes sustainable and positive experiences for volunteers who give their free time to the NHS.The post holders are directly responsible for implementation of the NHS recruitment process for volunteers, which involves screening, selection, training, support, placement and evaluation of all volunteer placements. The aim is to create additional support for patients and staff, through meaningful volunteering activities, specifically designed to focus on supporting person centred care and staff wellbeing initiatives. |
| 1. **ORGANISATIONAL CHART**
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| 1. **SCOPE AND RANGE**

The post holders engage with senior staff and volunteers across all hospital sites within the Acute Sectors. They make equal contribution to the development of a sustainable culture of volunteering in NHSGGC. This requires excellent organisational knowledge and skills along with a unique knowledge and clear understanding of the expectations and needs of the volunteers themselves. They provide support to services whom are willing to engage with and work on involvement of an increasing number of volunteers. Post holders have direct management responsibility for delegating suitable duties to Volunteer Team Leaders and to identified administrative or service support.Numbers of direct volunteers within Acute Sectors are approximately 200 per week. Post holders work collaboratively with a number of voluntary organisations to encourage and influence further indirect involvement of volunteers. These resources make a direct contribution to patient experience. Post holders are authorised signatories for the Volunteer Services Endowment Fund and they adhere to the organisation’s Standing Financial Instructions.Post holders authorise expenditure to the value of £5k for various expenses, procurement of resources /equipment required to support service delivery.Post holders agree in conjunction with Line Manager the development of their Personal Objectives and Development Plans; ensuring these are completed on an annual basis. |
| 1. **MAIN DUTIES AND RESPONSIBILITIES**

Through delivery of this service, post holders provide a confidential, efficient and meaningful range of support to Chief Nurses, Lead Nurses/ Senior Charge Nurses and Lead AHP colleagues and other Heads of Service to ensure volunteer services are prioritised, well focused, coordinated and delivered in accordance with GGC’s Volunteering Policy and operate within the parameters of established guidelines as directed by the Spiritual Care and Volunteer Service Manager. Duties include: * Marketing all volunteering opportunities across the Acute Sectors.
* Participating in promotional activities and engagement with wider communities.
* Managing and maintaining quality standards associated with NHS recruitment process, which includes filtering of the enquiry process; progressing volunteers (with appropriate skills/experience) for interview; conducting interviews (along with ward colleagues if appropriate); responsible for issuing Induction Materials to Volunteers; ensuring all necessary recruitment documentation is completed and processed in line with NHS recruitment procedures. This includes approval of references, Occupational Health and Disclosure Clearance, and includes acting as an authorised signatory for NHSGGC in relation to Disclosure Scotland clearance documentation.
* Sharing Information on Volunteering to relevant clinical areas identified; ensure wards/departments are influenced to become “Volunteer Friendly” environments. This involves brief information intervention on volunteering; and explanation of the volunteer’s role and advice on how clinical colleagues can make the best use of this valuable resource.
* Participating in the organisation and delivery of Volunteer Induction/Preparation Training Sessions etc. These sessions are designed to ensure Volunteers are fully prepared for their forthcoming roles in the organisation, post holders are responsible for ensuring volunteer induction and training is delivered within a risk management framework, which has to be fully compliant with all legislative requirements of the organisation. i.e. Health & Safety, Fire Safety, Infection Control, Adult & Child Protection etc. Post holders are collectively responsible for ensuring all training materials are revised every 2/3 years to ensure that materials reflect current legislation and guidance and are relevant to ensure volunteers carry out their duties in safe & secure environment.
* Facilitating the introduction and support of new volunteers to ward areas.
* Developing and maintaining good relationships; and provide on-going support to a large number of volunteers, in particular focusing on new volunteers until they are settled and comfortable in their new role.
* Working collaboratively to develop and maintain effective working relationships with all clinical staff including Chief and Associate Chief Nurses, Lead Nurses, Senior Charge Nurses, Lead AHP’s and all teams, to ensure satisfaction with volunteer teams, in particular focusing on new volunteers to ensure they are working effectively to ensure they adapt/adjust to the ward environments.
* Participating in team meetings with colleagues to ensure the service is meeting objectives and continues to be delivered within a Quality/Risk Management Framework.
* Undertaking promotional work associated with raising awareness of NHS Volunteer Opportunities; through attending external/promotional events etc.
* Contributing to the processing of the Scottish Government’s National Database for Volunteering; to maintain/collate statistical data i.e. numbers, demographics, trends etc. as directed by the National Programme Manager for Volunteering in NHS Scotland.
* Responding to frequent new enquiries from prospective volunteers.
* Responsible as an authorised signatory, for authorising payment of Volunteer Expenses and forwarding to Endowment’s Administrators. Responsible for authorising Indents for procurement of equipment and materials associated with service delivery.
* Coordinating evaluation surveys, quality experience questionnaires/ exit questionnaires to volunteers & wards.
* Ensure all volunteers are issued with a “Certificate of Appreciation” following their involvement through volunteering with NHS Services.
* Coordinating volunteer development events on a site to site basis.
* Participating in the organising of and facilitation of regular volunteer “Thank You” events; several across Acute Services in any one year.
* Regular attendance of Scottish Government’s National Network Support/Training Events for all staff involved in volunteer management within the NHS in Scotland.
* Having the ability to make changes to local practice within each sector to ensure service delivery is operating within Best Practice guidelines.
* Maintaining confidentiality of Volunteer data at all times and be aware of the requirements of the Data Protection Act 1984 and GDPR.
* Managing own workload and work collaboratively as part of the Volunteer Services Team.
* Be able to respond to requests for information re volunteering in the absence of the Spiritual Care and Volunteer Service Manager.
* Post holder will be responsible for implementing GGC Volunteer Policy; and as part of wider team will be able to propose changes to policy as appropriate.
* Post holder will engage with internal stakeholders to ensure appropriate governance arrangements are in place for all indirect volunteer recruitment/ activity, which occurs locally on NHSGGC Premises.
* Post holders collectively make a contribution to the on-going development of the Board web page on volunteering.
* Post holders will deal with ad hoc conduct issues and for implementing guidance on “management of Volunteer conduct” when required to do so.
* Post holders are responsible for providing ad hoc support to SCN’s/ AHP’s and/or others who have volunteers attached to their services.
* Collectively, with other team members contribute to the creating of a range of supportive resources. i.e. marketing materials, publications, promotional leaflets, training documents, Induction booklets etc.
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| 1. **SYSTEMS AND EQUIPMENT**
* Daily usage of office equipment including telephones, PC, photocopier, laptops, photography if required.
* Design, maintain and develop all volunteer record systems (manual and database), which are currently in use.
* Design, maintain and develop systems for disseminating a wide range of information to volunteers, staff, service users and voluntary organisations.
* Develop/maintain the system for payment of volunteer expenses. National Database - to populate & access volunteer Information (training will be provided)
* Computer usage – Internet, Microsoft Word, Excel, Powerpoint, Outlook, Forms and Teams.
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| 1. **DECISIONS AND JUDGEMENTS**
* The work of the post holder is largely self-directed and is generated initially from Volunteer Enquiries through to recruitment, placement and management of volunteers.
* Work plans are influenced by ever-increasing demand from clinical areas; services whom are keen to utilise a voluntary resource that helps support person centred care initiatives.
* The post holder will be expected to prioritise, organise and use initiative in co-ordinating their daily workload with minimum supervision from line manager. Post holder will seek advice from line manager as appropriate
* The post holder has a high level of autonomy in their workload and will be accountable for independent decision making, within the parameters of the post and the objectives set as part of their work plan.
* The post holder will work collaboratively with a range of colleagues and contribute to decisions on suitable volunteer applicants to progress to interview, through the filtering of a large number of volunteer applications.
* The post holder will make decisions on the suitability of individual volunteers at interview and make independent decisions on where they should be placed according to their individual skills/experience.
* The post holder has responsibility for the placement of volunteers and for their on-going development.
* Objectives of the post are set equally between the post holder and their direct Line Manager and formal review of progress will take place at 1:1 supervision on an annual basis as part of Turas Review system.
* Due to the nature of the posts working across various hospital sites; there will be no day to day direct supervision. However, the Spiritual Care and Volunteer Service Manager is contactable in relation to issues arising within the service and its delivery.

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 Volunteers or wards issues.* The job holder is expected to be proactive / and anticipate potential issues and to deal with actual problems as they arise.
* The post holder is part of the NMAHP Directorate and is directly responsible to the Spiritual Care and Volunteer Service Manager for guidance, work review and formal appraisal of their performance.
* Post objectives and review will be agreed on an annual basis.
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| 1. **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 and meaningful working relationships with a wide range of senior colleagues; to convey information associated with raising awareness of/and the ongoing recruitment and management of volunteers.Post holder will participate in the delivery of staff information sessions on volunteering and induction/preparation session for volunteers, to ensure the service is delivered within a risk management framework and a sustainable culture of volunteering. Relationships will be with line manager, team colleagues and mostly senior colleagues from clinical areas and other departments. Regular communication/interaction with clinical colleagues (Chief Nurses, Associate Chief Nurses, Lead Nurses, SCNs, Lead AHPs) across all Acute Sectors. The Spiritual Care Team, Heads of Departments, external colleagues and National Programme Leads. Relationships will be established and maintained with a developing volunteer “workforce” and with other external organisations i.e. The National Programme for volunteering in NHS colleagues, Volunteer Agencies/ range of third sector organisations. Some public speaking is required to promote volunteering opportunities throughout NHSGGC Acute Sectors.Post holders are required to provide a level of formal/informal support to volunteers; many of whom would be deemed as vulnerable adults who require additional support to carry out their role. This can be a particularly challenging part of the Volunteer Project Manager’s role as many volunteers have multiple and complex needs. |
| 1. **PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

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| Physical skills: | * Advanced keyboard skills for data entry
* Operate photocopier/office equipment, mobile phones
* Manual handling skills – e.g. lifting boxes, training equipment, projectors etc.
 | DailyDailyAs required |
| Physical effort:Physical Demands | * Combination of sitting, standing and walking
* Working at keyboard for considerable part of some days
* Driving across multiple sites, wide geographical areas
* Collecting/distributing training materials
* Frequent travel throughout all hospital sites and beyond the boundaries of NHSGGC on occasion.
* Frequent long periods of working in open plan offices
* Spend long periods daily using IT equipment – requires awareness of own postures and positioning of equipment/seating etc.
* Occasional out-of-hours working to accommodate the availability and needs of volunteers and other events as required.
 | DailyDailyRegular OccasionallyRegular RegularDailyOccasionally |
| Mental demands: | * Prioritising and concentration with own workload required, particularly when responding to multiple demands across sites and competing priorities.
* Significant number of telephone interruptions throughout every day.
* Lone working is frequent and daily
* Influencing a change in attitudes towards volunteers
 | DailyDailyDailyRegular |
| Emotional demands: | * Working to stringent and conflicting deadlines
* Supporting other colleagues
* Dealing with enquiries from the public, clinical and non-clinical staff and/or passing to the most appropriate colleagues.
* May be required to deal with angry or upset members of public or staff by phone
* To be able to handle sensitive situations confidently and discretely and frequently dealing with volunteers who have complex needs,
* Managing conflict between volunteers and between staff/teams and volunteers
* Ability to be empathetic, patient, sensitive, tactful, diplomatic when dealing with volunteers who can sometimes be extremely vulnerable.
* Work day split between development and sustainability.
 | DailyDailyDailyAs requiredAs requiredAs requiredRegularDaily |

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| 1. **MOST CHALLENGING / DIFFICULT PARTS OF THE JOB**
* Working independently in an autonomous role with minimal supervision.
* 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
* Working with a demanding workload that involves a significant number of Volunteers and Ward Teams all who have their own individual priorities. Some volunteers may have higher support needs.
* Identifying matters of urgency and proactively escalating to line manager as appropriate.
* Challenges to establish rewarding volunteer roles and match the needs of the services to the expectations of those who want to volunteer with NHSGGC.
* Volunteer retention, which is particularly challenging as volunteers are not motivated through financial gain.
* Ability to demonstrate sound judgement and manage the challenges of a unique

Post within the organisation.* Make judgement on the suitability of volunteers who have disclosed previous criminal convictions
* Ensure volunteering develops and thrives within a quality /risk management framework.
* Ensure risk assessments are carried out for volunteer involvement.
* Ensure expectations of volunteers are met alongside the demands of the organisation.
* Ensure responsibility for own health & safety and that of the volunteers.
* Continuously work to influence and change attitudes and behaviour towards a volunteer involving organisation.
* Enabling active participation of volunteers from minority groups.
* Managing the challenges associated with a unique post, which has on occasion no obvious point of reference for support within the organisation.
* The post holder is required to manage unexpected periods of high workload, which may be associated with a short term shift in priority within the service.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications and Experience** |  |  |
| Qualified to graduate level in a relevant discipline | ✓ |  |
| Certificate in Volunteer Management. This is bespoke certificate that relates to and underpins best practice in Volunteer Management.  |  | ✓ |
| Experience of and interest in working in a large complex system, ideally in health or volunteer fields |  | ✓ |
| **Knowledge and Skills** |  |  |
| Ability to establish and maintain excellent working relationships with volunteers and senior 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. i.e Microsoft Word/ Outlook, Teams, Excel. | ✓ |  |
| Excellent networking and influencing skills. | ✓ |  |
| Ability to deal with enquiries in a professional and courteous manner |  |  |
| Ability to work under pressure and without close supervision | ✓ |  |
| Flexible attitude to work in general.  | ✓ |  |
| An understanding of and the ability to maintain confidentiality | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Significant knowledge & experience of directly working with Volunteers, preferably within an NHS environment. | ✓ |  |
| Excellent presentation skills | ✓ |  |
| Promotional and marketing methodology and skills | ✓ |  |
| Knowledge and understanding of NHS Acute Services structure and function. |  | ✓ |
| Knowledge and understanding of person centred care and how this links to designing appropriate volunteering opportunities. |  | ✓ |
| Significant travel to cover a wide geographical area across Glasgow & Clyde within limited timescales. | ✓ |  |

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| **JOB DESCRIPTION AGREEMENT** |
| Job Holder’s Signature:Staff Representative’s Signature:Head of Department’s Signature: | Date:Date:Date: |