

1. JOB IDENTIFICATION

Job Title: Project Support Officer

Responsible to: Head of Volunteering/ VSM (Midlothian HSCP)

Department(s): Corporate Nursing

Directorate: Nursing Directorate

Operating Division: Corporate

Job Reference: 074414

No. of Job Holders: 1

Last Update: October 2021

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 support the day-to-day efficient and effective operation of the service across Midlothian.

3. DIMENSIONS

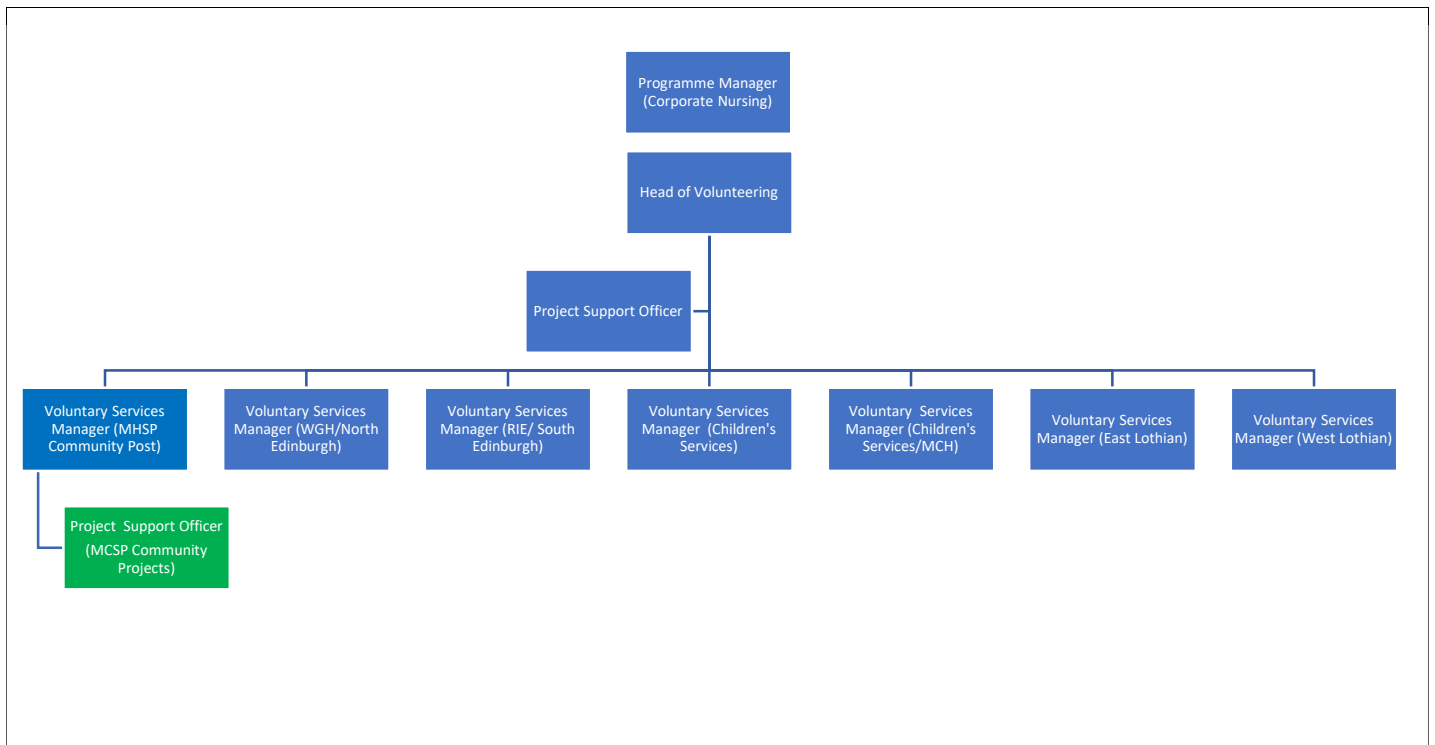
NHS Lothian provides primary care, community and secondary services for the Lothian population of approximately 85,000 from various hospitals sites, 65 clinical and health centres as well as from GP Surgeries. Tertiary services are provided for South-East Scotland and the Board participates in a number 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 Integration Joint Board governs Midlothian HSCP.

Approximate number of NHS Lothian volunteers (as of October) 500 and approx.200 in the process of applying. 25 Volunteers are currently active in the Midlothian HSCP projects and our hope is to significantly grow this number to in excess of 75.

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 and improving services for patient's relatives and carers through the development of projects and volunteer roles.

The role of Voluntary Services 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 associated procedures. 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

The scope for volunteer involvement is wide. NHS Lothian is committed to ensuring that the volunteers' work complements the work of paid staff. 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 RESULTS

1. Deal with enquiries to the project, which may be by telephone, e-mail or written correspondence, recording and proactively taking follow-up action including confidential enquiries, initiating and co-ordinating responses where appropriate, prioritising correspondence for action as required and ensuring the recording and monitoring system is organised and up-to-date
2. Receive referrals and assess for suitability communicating decisions with relevant parties in a timely and sensitive manner.

3. Maintain regular contact with both volunteer and clients in accordance with agreed project timescales, via email, phone, one to one and in small groups.
4. Provide scheduled and ad hoc support and information for both volunteers and clients responding to issues as they arise
5. Develop and prepare project updates for clients and volunteers so all stakeholders are kept fully informed at all times.
6. To contribute to the development of the project website, newsletters and reports including gathering evaluation data and case studies
7. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7A EQUIPMENT AND MACHINERY

The Post holder is required to use a PC for; general word processing, for e-mail, developing and maintaining spreadsheets, publication of newsletters, mail-outs, internet research and communication with voluntary organisations, associations, 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 (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 Voluntary Services Manager (Midlothian HSCP) and Head of Volunteering basis 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 as part of a small team the post holder will be responsible for proactively managing their own workload to ensure key targets, deadlines and quality standards are met.

The post holder's work is largely self-directed in response to key milestones for volunteers and clients ensuring both benefit from the quality of the service and support.

9. DECISIONS AND JUDGMENTS

The post holder will be required to make decisions in relation to workstreams they are responsible for within the project to ensure outcomes are achieved within timescales set. The post holder will be required to monitor progress of the project against the project plan flagging areas of concern to the Project Manager.

The post holder will be expected to confidently make decisions on a daily basis. They must be proactive and use their judgement to;

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

Assessment of referrals for suitability to be accepted for support by the volunteer led projects

Determine need for additional support for clients and identify appropriate sources of support

Determine best course of action in response to any changes in client or volunteer engagement or incidents e.g. client ill health, or where a service boundary has been breached

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Assessing client's suitability for support and managing the varied needs of often-complex clients while ensuring the safety and positive experience of all involved.

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 and department managers and key staff from Third Sector Organisations.

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, Volunteer Management System, emails, letter and telephone.

Internal

Referring teams e.g. Allied Health Professionals or Social Workers, Volunteers

External

Volunteers and TSIs (Third Sector Interface Organisations); Voluntary Organisations e.g. Volunteer Midlothian, Marie Currie, and 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.

Active role which requires regular travel and physical activity.

Mental

Long periods of concentration to assimilate information.

Extended periods of concentration for meetings.

Frequent problem solving of issues with volunteers and clients.

Self-directed, independent working with minimum day-to-day supervision from line manager. Prone to constant unpredictable interruptions from telephone enquiries, volunteers, clients and staff.

Emotional

Dealing with volunteers and client personal issues in one-on-one meetings and reviews e.g. family, health, economic and support need.

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

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

Environmental

Continuous use of a VDU.

Travel between locations (including home visits) to meet volunteers and clients, review work and attend meetings.

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

Appropriate experience in a related role.

Experience

A working knowledge of best practice in volunteer management

Demonstrable knowledge of current and emerging issues in volunteering and voluntary sector

A working knowledge of best practice in working with those accessing or in need of health and social care support.

Highly organised with the ability to prioritise, and work accurately under pressure to meet deadlines.

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.

Skills

Experience of working with and managing volunteers.

Experience of working with individuals with health issues, carers, those experiencing isolation or with support needs

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: