Job Description – Hospice Neighbours Coordinator

Reports to: Hospice Neighbours Manager

Responsible for: Hospice Neighbour Volunteer Coordinators and Hospice Neighbours

Location: Whilst your normal place of work is the Volunteer Centre, Bury St Edmunds, you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.

Job Purpose: To coordinate the operational activity of the Hospice Neighbours service.

Key Responsibilities:

The post holder is responsible for coordinating the day to day operational activity of the Hospice Neighbours service across West Suffolk and South Norfolk. The service forms an integral part of the Hospice’s strategy to work in partnership with local communities to develop voluntary end-of-life support in localities, in keeping with the concept of compassionate communities.

Coordination

- To supervise the volunteer coordinators so that they are able to deploy hospice neighbours and match neighbours to the needs of service users and their families.
- To organise and facilitate the coordinators’ support meeting; to attend local neighbour groups as necessary and ensure good communication between volunteers.
- To make sure that coordinators and neighbours remain aware of and committed to the expected standards of service delivery, resolving local difficulties, informing the manager of any issues of concern and celebrating examples of best practice.
- To liaise closely with other voluntary groups in local communities so that hospice neighbours are integrated with other local community volunteers.
- To encourage the volunteer co-ordinators in working alongside staff and volunteers from other local groups working with service users with life threatening illness and at the end of life and to foster these links.

Recruitment

- Ensure that coordinator and volunteer neighbour roles are advertised internally and externally through all relevant media.
- Organise and attend information events, bringing the service to the public.
- Oversee hospice neighbour recruitment administration, liaising with Human Resources to ensure DBS checks, references and occupational health checks are completed.
- Coordinate and conduct volunteer interviews.
Marketing

- Liaise with Marketing to help develop new recruitment materials and supporting literature where necessary.
- Distribute Hospice Neighbours promotional literature to relevant outlets and organisations, using joint training and networking opportunities to promote the service.
- Maintain up to date information on www.stnicolashospicecare.org.uk
- Nominate Hospice Neighbours service for any relevant Volunteer Recognition schemes

Networking

- Build and maintain relationships with local community organisations, faith groups, businesses, recreational groups and service users’ friends and families, maintaining a contacts database.
- Ensure good communication with clinical teams in the hospice and community health services, including attendance at GSF meetings where necessary.
- Encourage nominations through all available channels, including a fortnightly review of Hospice known patient lists.
- Attend local events and conferences, showcasing the Hospice Neighbour service.

Training & Development

- To work with the Hospice neighbour Manager in delivering neighbour training and support group sessions, ensuring adequate administrative support so that dates, trainers and venues are organised.
- Contribute to updating and reviewing training material.
- Conduct bi-monthly one to ones with Volunteer Area Coordinators to identify and explore support and development issues.

Data Management

- Maintain accurate data on volunteer recruitment and on critical performance measures as required.
- Collect and collate monthly activity data so that the Hospice Neighbour manager can provide reports as required.
- Maintain up to date information on Base Camp

Other

- Organise annual events and celebrations.

Special Features of the job

Marketing, recruitment and training activity may require working at unsocial hours for which time off in lieu may be claimed.

Personal Development (all staff)

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1’s with Line Managers or senior colleagues, annual appraisal and development reviews.
• All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.

• Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and/or their professional bodies.

**Health and Safety (all staff)**

• All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.

• Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

**People Management**

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective:

• Workforce planning, recruitment and selection
• Departmental communication and staff support.
• Performance management.
• Staff development including regular 1-2-1’s, and annual appraisals.
• Staff support including health and safety and wellbeing awareness.
• Facilitation of a culture of learning and respect for difference.

**Governance**

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

Develop monitoring systems to ensure compliance with policies and procedures in association with the Hospice Committees.

**General (all staff)**

• At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.

• Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.

• Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.

• Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.

• Undertake any other duties which may be reasonably required.
• The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.

• All staff must be sympathetic to and able to project the philosophy and concept of hospice care.

• The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

• This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

References:

Recruitment Policy
Learning & Development Policy
Disciplinary Policy
Health and Safety Policy

Job Description dated: June 2016