

**Hull CVS
Healthwatch Kingston Upon Hull
Volunteer Coordinator (Maternity Cover)
Job Description**

Overall Objective:

The overall objective of the post is to effectively manage and coordinate the work of Healthwatch Hull's volunteers. The post-holder will oversee the recruitment, supervision and management of Healthwatch volunteers and ensure they are able to contribute fully to the work of the organisation. The post holder will also ensure that volunteering policies and procedures are implemented and kept up to date, and will support the coordination of Enter and View activity, which is one of the statutory powers of Healthwatch.

Scope:

Healthwatch Kingston Upon Hull was established in April 2013 to become the new consumer champion for local health and social care services. Each Local Authority area in England has its own Healthwatch organisation and Healthwatch Kingston Upon Hull is the consumer voice on health and social care issues for the population of Hull.

Specific Duties and Responsibilities:

Volunteer Management:

- Conduct ongoing volunteer recruitment, ensuring that roles are widely promoted, and that the opportunities available reflect the skills and interests of local residents wishing to volunteer with Healthwatch.
- Manage the recruitment, interviewing and appointment of volunteers in accordance with Healthwatch policies and ensure that all volunteer documentation is completed.
- Direct the tasks of volunteers, ensuring volunteers are fully aware of what is expected of them and the code of conduct they are to abide by.
- Ensure good ongoing communication is maintained with Healthwatch volunteers; including the production of a volunteer newsletter and offering regular opportunities for feedback, including regular supervisions.

- Work with the Healthwatch Manager and where appropriate the Healthwatch England regional team to develop and deliver training to meet the development needs of volunteers and where required source external training provision.
- Maintain accurate records of volunteer activity, training and development.
- Ensure that, where required, volunteers have up to date DBS checks in place and arrange for checks to be made for new volunteers.
- Ensure that all volunteering policies, procedures and recruitment methods are up to date and compliant with national guidance.
- Ensure the website is up to date with vacancies and general information in relation to volunteering with Healthwatch.

Enter and View Coordination:

- Recruit volunteers to this role when required; ensuring they have the right skills to deliver this function, and that there is representation from a range of demographics.
- Support the delivery of the Healthwatch England package of Enter and View training to volunteers, and ensure that volunteers receive recommended supplementary training including safeguarding, equality and diversity and data protection.
- Complete the authorisation process of Enter and View volunteers including obtaining DBS clearances, issuing appropriate identification, and maintaining a public record of authorised volunteers.
- Coordinate the delivery of Enter and View visits, including the allocation of volunteers to visits, briefing of volunteers, arranging appropriate timing of visits, and liaison with service providers in the announcement of a visit.
- Working with wider members of the team, conduct a debrief with volunteers following a visit, ensuring that relevant information required for reporting purposes is obtained.

Operations Support:

- Support the wider team in the fulfilment of both face to face and online engagement activities with the public.
- Maintain up to date knowledge of local services to be able to effectively respond to enquiries from members of the public and signpost appropriately.
- Organise and provide administrative support to the quarterly meetings of the Healthwatch Independent Strategic Advisory Body (ISAB).
- Ensure all volunteer claims for reimbursements eg volunteers expenses forms are correct and sent to the Delivery Manager for authorisation
- Produce monthly statistical data to the Delivery Manager in relation to Volunteer development and retention.

General Duties:

- To ensure that members of your team and wider Hull CVS/ Meeting New Horizons are kept adequately informed of your work as appropriate and that information is provided as requested by your line manager.
- To participate in planning and team building activities within Hull CVS.
- To take part in supervision / appraisal meetings as agreed in line with Hull CVS policy.
- To undertake in-service training as appropriate.
- To respect confidentiality of all information acquired through working at Hull CVS within the framework of the confidentiality policy.

- To work in a self servicing capacity.
- To adhere to Hull CVS policies and procedures.
- To undertake any other duties commensurate with the level of responsibility of this post which you may be asked to undertake by the Hull CVS Chief Officer.