

**Hull CVS  
Health Captains Volunteer Coordinator  
Job Description**

<b>Job Title:</b>	<b>Health Captains Volunteer Coordinator</b>
<b>Responsible to:</b>	<b>Health &amp; Community Programme Lead</b>
<b>Based at:</b>	<b>The Strand, 75 Beverley Road, Hull, HU3 1XL</b>
<b>Working Hours:</b>	<b>28 hours per week (pro rata to 35 hour full time week)</b>
<b>Term:</b>	<b>12-18 months initially</b>
<b>Contract:</b>	<b>Fixed term contract or secondment opportunity</b>

**Scope:**

Hull CVS as the parent charity operating within Hull; and Meeting New Horizons as the charity's subsidiary body delivering services in the wider Yorkshire & Humber region; have been established to provide development and support services to local communities and the voluntary, community and social enterprise (VCSE) sector. A key part of our role is to provide a broad range of services and support to these organisations to aid their start up, effectiveness and longer term sustainability.

We currently provide a range of traditional services and advice that fulfils the everyday needs of charitable organisations, including supporting the recruitment and management of volunteers; delivering governance and constitutional advice to organisations; and providing a range of direct business support functions including low cost accommodation and room hire; networking opportunities; training; funding advice; payroll services; and finance and HR management; all helping organisations to start, grow and develop.

In addition to supporting the local sector, Hull CVS and MNH also directly delivers a range of projects to support local community empowerment. These include a range of volunteering programmes; patient voice and advocacy; direct payments support; and the administration of a number of small grant programmes for local Charitable Trusts.

**Overall Objective:**

Hull CVS as the parent charity operating within Hull; and Meeting New Horizons as the charity's subsidiary body delivering services in the wider Yorkshire & Humber region, hold a number of contracts for services that aim to tackle health inequalities, improve outcomes for patients, utilise patient voice and involvement to influence service delivery, and provide support and advice.

Health Captains is an established programme, that aims to utilise the skills and experience of volunteers to support individuals throughout their health and care journey, either in accessing health care services or in managing their recovery and condition.

The programme also supports existing volunteering initiatives within the NHS, Adult Social Care and voluntary sector to develop and implement new initiatives.

The overall objective of the post is to effectively manage and coordinate the work of the Health Captains volunteers. The post-holder will oversee the recruitment, supervision and management of volunteers and ensure they are able to contribute fully to the work of the programme. The post holder will have a cohort of direct volunteers, in addition to working with other organisations to support volunteers in to their programmes.

### **Specific Duties and Responsibilities:**

#### **Promotion & Recruitment:**

- Develop partnerships with other organisations across the Humber region who use volunteers.
- Carry out research and analysis of volunteer engagement and involvement in health and care related activities across the Humber region.
- Promote volunteering opportunities and increasing awareness of volunteering across the region.
- Ensure the volunteering platform is up to date with vacancies and general information in relation to volunteering with the programme.
- Representing the programme's volunteering function with NHS partners and VCS organisations explaining the many ways that volunteers can support care initiatives.
- Attend external events such as job fairs, recruitment events or networking to promote volunteering.

#### **Volunteer management:**

- Conduct ongoing volunteer recruitment, including the formation of role descriptions ensuring that the opportunities available reflect both the needs of the programme(s) and also the skills and interests of local residents.
- Manage the interviewing and appointment of volunteers in accordance with organisation policies and ensure that all volunteer documentation is completed.
- Ensure that, where required, volunteers have up to date DBS checks in place and arrange for checks to be made for new volunteers.
- Work with internal volunteering teams to develop and deliver training to meet the development needs of volunteers and where required source external training provision.
- 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 volunteers and offering regular opportunities for feedback, including regular supervisions.
- Maintain accurate records of volunteer activity, training and development.

#### **Volunteering Development:**

- Ensure that all volunteering policies, procedures and recruitment methods are up to date and compliant with national guidance.

- Improve the retention of volunteers through administering recognition initiatives.
- Identify and prepare volunteer case studies to raise the profile of the programme and of volunteering in general.
- Keep up to date with legislation and policy relating to volunteering and make any necessary modifications to accommodate changes.
- Provide specialist advice and guidance to the Programme Coordinator on the volunteer process, relevant policy, procedures and current legislation.
- Analyse data about volunteer retention and undertake evaluation to improve where possible.
- Interpret and present relevant data for quarterly reports.

**General Duties:**

- To ensure that members of your team and wider organisation are adequately informed of your work as appropriate and information is provided as requested by your line manager.
- To participate in planning and team building activities within the company and to contribute to the core operation and development of the organisation.
- To take part in supervision / appraisals as agreed in line with organisational policy.
- To undertake in-service training as appropriate.
- To respect confidentiality of all information acquired through working at the organisation within the framework of the confidentiality policy.
- To adhere to company 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 Senior Management.
- To have a strong commitment to equality and diversity and to form effective working relationships across our diverse communities.