

**Meeting New Horizons
Healthwatch Volunteering Project Coordinator
Job Description**

Job Title:	Volunteering Projects Coordinator
Responsible to:	Healthwatch Delivery Manager
Based at:	Healthwatch North Lincolnshire (Scunthorpe) and Healthwatch North East Lincolnshire (Grimsby)
Working Hours:	35 hours across both teams or 17.5 hours based in one area only
Term:	12 months initially
Contract:	Fixed term contract or secondment opportunity

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:

Healthwatch was established as a statutory service in April 2013 with the purpose of being the

consumer champion for local health and social care provision. Healthwatch has a wide remit and has a number of legal powers to help ensure that patient and public voice is at the heart of how health and care services are designed and delivered. Each Local Authority area in England has its own Healthwatch service, and our Group (Hull CVS and MNH) holds the contracts for all Healthwatch in the Humber region.

Volunteers provide a vital role in ensuring that Healthwatch can reach out to all pockets of the community and hear from as many as people of possible about their views and experiences of health and social care. The more people we hear from, the more we can support services to adapt services to meet the needs of those who use them.

The overall objective of the post is to oversee the recruitment, onboarding, and supervision of Healthwatch volunteers across both Healthwatch teams in North and North East Lincolnshire, and ensure they can contribute fully to the work of the organisation.

The post holder will also coordinate the delivery of the Core 20+ Connectors project in both areas by focusing on the recruitment and support of young volunteers as part of a wider programme of work. The Core 20+ Connectors is a pilot programme funded by NHS England aimed at utilising young person volunteer 'connectors' to reach out and understand the experiences of children and young people with long term conditions when using health and care services.

Specific Duties and Responsibilities

General volunteer recruitment:

- Conduct ongoing volunteer recruitment, ensuring that all roles are widely promoted, and that the opportunities available reflect the skills and interests of local residents wishing to volunteer with Healthwatch.
- Manage the interviewing, appointment and onboarding of volunteers in accordance with internal policies. Ensure that all volunteer documentation is completed, including DBS checks where required.
- Ensure that volunteers complete the Healthwatch induction programme, and are introduced to and supported by the wider Healthwatch team.

Core 20+ connectors project:

- Conduct ongoing recruitment of young volunteers / Connectors (aged 14 – 25) ensuring that the project is widely promoted through social media, and engagement at schools, colleges etc.
- Manage the onboarding and training of the Connectors in accordance with internal policies, ensuring all documentation is completed.
- Support the connectors to plan engagement activity, and record insight and feedback from their peers.
- Support the Connectors to promote the volunteering opportunity amongst their peers and encourage more young people to take part in the project.
- Provide opportunities to bring Connectors together for shared learning, peer support and social activities.
- Keep up to date and accurate records of Connector activity and contribute to a quarterly report to NHS England.
- Work with colleagues across the North Yorkshire and Humber region to ensure consistency of programme delivery.

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.

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.