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**JOB DESCRIPTION**

**The Volunteer Hub**

**JOB TITLE:** Assistant Head of Volunteering

**REPORTS TO :** Head of Volunteering

**ACCOUNTABLE TO:**  Corporate Director

**Hours of work:** 37 hours per week

**JOB SUMMARY**

**ROLE OVERVIEW:**

The Assistant Head of Volunteering plays a vital role in supporting the operations of Willowbrook Hospice by working closely with the local communities of St Helens and Knowsley to recruit, train, and support a diverse group of volunteers.

Volunteers are integral to the success of Willowbrook Hospice, and the Assistant Head of Volunteering will support the aim that volunteers are equipped with the appropriate skills, experience and development opportunities to meet the hospice’s growing needs.

This role also emphasises promoting the value of volunteering, fostering a positive volunteer experience, and ensuring volunteers feel valued and supported. The successful candidate will benefit from an agreed training and development plan during their employment.

**1. SPECIFIC DUTIES AND RESPONSIBILITIES**

1. Run recruitment campaigns to secure appropriate numbers of volunteers including the use of social media.
2. Carry out an appropriate selection process to recruit and retain effective and enthusiastic volunteers.
3. Deliver induction training to support the development and readiness of volunteers for the role.
4. Support the delivery of the community Compassionate Neighbours and Chatty Café service across the St Helens and Knowsley boroughs.
5. Maintain all relevant volunteer systems to ensure they are up-to-date – including the Volunteer Portal.
6. Monitor, develop and support volunteers’ performance to maximise their effectiveness and retention.
7. Utilise social media to raise and maintain the profile of Willowbrook volunteers.
8. Work collaboratively across Willowbrook to manage internal volunteer-related enquiries to meet the needs of the organisation and the community.
9. Support and develop relationships with external stakeholders.
10. Be aware of personal and professional need to adhere to all Hospice Policies/Guidelines.
11. Assist and collate statistical information as required.
12. Assist in the running of volunteer recognition events throughout the year.
13. Assist with the organising of volunteer team meetings.
14. Ensure all volunteer on boarding and training paperwork is kept up to date.
15. To process the paperwork for all our work placement programmes.

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|  | **2. GENERAL** |
|  |  1. Be aware of personal responsibilities with regard to all other Hospice Policies/ Guidelines  2. Be aware of obligations and statutory rights with regard to disciplinary and grievance procedure. 3. The post holder will observe the hospice’s ‘No Smoking’ policy.  4. The post holder will adhere to the Fire, Health & Safety Regulations and Policies of the hospice. 5. You are required to attend, complete and comply with annual mandatory training requirements plus any other training as deemed appropriate.  6. The Assistant Head of volunteering may be required to attend the Hospice Volunteer Managers’ Network quarterly meetings and conference. 7. Expected to link and network with Hospice UK and other relevant charitable organisations to share best practice.  |
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| **CONFIDENTIALITY:**Through the course of your employment, you may be aware of information concerning patients and staff.All such information must be treated as confidential.**Breach of this confidence may result in dismissal.** |
| **REVIEW OF THE JOB**This list of duties is not exhaustive and the post holder will be expected to demonstrate aflexible approach to carrying out their duties |

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**The Hospice operates a NO SMOKING policy.****Staff on duty will refrain from smoking on any Hospice premises.** |
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