



## Job Description

**JOB TITLE:** Spoons Volunteer Co-ordinator

**LOCATION:** Home based with travel across Greater Manchester

**HOURS:** 20 hours per week to be worked flexibly as required. Very occasionally evening or weekend work may be required for which time off in lieu is given.

**RESPONSIBLE TO:** Spoons Operations Manager

**SALARY:** £15,429 per annum

**TERM:** 12 months fixed term

**KEY RELATIONSHIPS:** It is crucial that the Volunteer Co-ordinator works in collaboration with internal and external stakeholders in understanding the requirement for volunteers. These include (but not exclusive to) Spoons volunteers, sessional play workers, Family Support Co-ordinator, families, Neonatal staff, other charities and voluntary groups, Volunteer Services, Third party providers of services.

### JOB PURPOSE

Spoons is a charity that works in partnership with the North West Neonatal Operational Delivery Network to support families who experience neonatal care in the Greater Manchester area. Spoons delivers holistic and comprehensive packages of support to neonatal parents, both on the neonatal units and in the community, promoting family psychological wellbeing.

For further information about Spoons please see [www.spoons.org.uk](http://www.spoons.org.uk)

With oversight from the Spoons Operations Manager, the Volunteer Coordinator will lead on the day to day activities of a cohort peer volunteers; deliver training and supervision to ensure compliance with legislation and standards; and provide support with volunteer recruitment to ensure ongoing growth, development and sustainability of the service.

### KEY ROLES AND RESPONSIBILITIES

The Volunteer Coordinator's key responsibilities include recruiting and training new volunteers, keeping a database of volunteer information and skills, matching volunteers to opportunities that suit their skills, keeping volunteers informed, and conveying the Spoons' purpose to external stakeholders.

The Volunteer Co-ordinator will lead on all aspects of the day to day administration and supervision of a team of volunteers and their activities, developing and inspiring them to develop best possible practice to meet the needs of parents and families accessing the services, recognising and deploying volunteers' strengths and acting as an authentic role model.

The Volunteer Co-ordinator should be meticulous about keeping records, passionate about volunteer work, and should uphold the values of Spoons while ensuring the quality and safety of the volunteers.

The Volunteer Co-ordinator is responsible for the following:

### **RECRUITMENT AND SELECTION**

- Work in collaboration with the Spoons Operations Manager to understand how many volunteers, and which skills are needed for each area of the service.
- Support the recruitment of volunteers by generation of interest, attraction of applications and interviewing potential volunteers
- Completing relevant checks on volunteers
- Provide information that will raise public awareness, and represent Spoons at external meetings/ events which will promote the role of the Spoons peer volunteers
- Conduct leavers interviews with volunteers to understand more about their experience and seek feedback on how to improve the volunteer experience

### **INDUCTION**

- Welcome new volunteers into Spoons and taking them step by step through their induction to ensure their smooth introduction to Spoons, their dedicated place of work organisation and their volunteer role.
- Ensure that any Spoons specific uniform requirements are issued to new volunteers and renewed to existing volunteers when appropriate
- Evaluate and improve the volunteer induction process.

### **LEARNING AND DEVELOPMENT**

- Arrange learning and development opportunities for volunteers to strengthen their capability and recognise their contribution
- Support delivery of the volunteer training programme and ensure regular, good quality, reflective supervision for volunteers is made available
- Providing regular and ongoing support and supervision to all volunteers
- Maintaining a clear understanding of the skills and strengths of each volunteer and building this into future volunteer recruitment and learning plans
- Support volunteers to plan and set goals
- Take responsibility for own professional development, identifying and attending training which will support growth in the role

### **RECOGNITION**

- Acknowledge the contribution of volunteers, leading on events such as National Volunteers week and volunteer long service/recognition awards, and promoting via social media streams to support volunteers feeling valued for their contribution
- Maintain communication with volunteers, to ensure that they feel included and involved as part of the local and the wider organisation.

### **MANAGEMENT**

- Be the main contact for resolving any volunteer issues
- Work in partnership with the Neonatal Unit staff to ensure all families accessing the service receive a professional and coordinated response on the unit and/or in the community, with up to date, relevant advice and information.
- Collect volunteer information, availability, and skills, and maintaining an up-to-date database in accordance with the General Data Protection Regulations. Take appropriate action to ensure compliance with legal and training requirements.
- Organise volunteers to suit the outcomes required
- Ensure volunteers fully understand the overall objectives of Spoons and their role within it
- Liaise with the Voluntary Services teams at the appropriate NHS Trust regarding new peer support volunteers to ensure alignment with Trust policies

- Monitor the complete and return of all volunteer administration - including mileage returns, expenses, and parent liaison returns
- Carry out effective governance of the volunteer network to ensure a high quality, cost effective service is provided
- Support the Operations Manager in planning, monitoring and reviewing the development of the service in line with the Spoons strategy and identified priorities, targets and outcomes.
- Track, collate and report target data for performance monitoring reviews as requested by the Operations Manager. Implement revisions to service delivery as required.
- Actively encourage service user involvement and participation in planning, delivery and evaluation.
- Review the volunteer service and make recommendations for development and improvements.
- Contribute to the growth and development of Spoons by liaising and meeting with other external groups to keep up to date with developments in peer volunteer best practice.
- Work flexibly as may be required by the needs of the service, which will include some travel across Greater Manchester.
- Carry out any other reasonable duties as required.

#### **HEALTH AND SAFETY**

- Ensure that all appropriate Health and Safety training is completed and refreshed by volunteers where necessary
- Report risks or issues according to the agreed governance arrangements.

This job description is regarded as a guide to the accountabilities associated with the Volunteer Co-ordinator role. Additional or alternative tasks within the capability of the post holder may from time to time be required

#### **PERSON SPECIFICATION**

##### **ESSENTIAL**

- Experience of working with volunteers or volunteering
- An understanding and commitment to the importance of engaging in own supervision and the benefits of reflective practice
- Proactive planning skills
- Proactive approach to individual's needs
- Problem solving skills
- Influencing skills
- Ability to work flexibly
- Organised, with excellent time management skills
- Excellent communication and interpersonal skills, including the ability to engage a range of audiences; and the skills to facilitate and commission relevant, suitable volunteer training.
- Good IT skills, including use of MS Office
- Strong commitment to the values of Spoons
- Have an awareness of children's safeguarding issues and the management of risk

##### **DESIRABLE**

- Experience of working with families that have experienced neonatal care
- Experience of recruiting, training, managing and supervising or mentoring a diverse range of staff or volunteers who work with families
- Accredited volunteer management training