

JOB DESCRIPTION

VOLUNTEER CO-ORDINATOR

Reporting to:	Manager Volunteer Strategy and Services
Employment Status:	Part-time .5 FTE
Location:	Newtown Base (Porirua & Kapiti)
Reporting Staff:	1-5 volunteers (approximately)
Date Reviewed:	April 2017

POSITION PURPOSE

The volunteer coordinator is responsible for the recruitment, selection, orientation and rostering of the In Patient Unit (IPU) volunteers. The role also supports the Manager Volunteer Strategy and Services to provide advice, tools and guidance to staff throughout the organisation who coordinate and lead volunteers.

The position requires the volunteer coordinator to build positive working relationships with paid staff, existing and potential volunteers, and external stakeholders.

Volunteer Services' aim is for the organisation to have a high performing volunteer workforce that helps the Hospice achieve positive outcomes for patients and their whanau/family, and supports the organisation to achieve its strategic goals.

RESPONSIBILITIES

Recruitment, Selection and Orientation for Non-Retail Volunteers

Work within Volunteer Services' frameworks to recruit and select inpatient unit and special events non-retail volunteers ensuring that they meet the current and future needs of the Hospice. Organise and facilitate the orientation programme for all non-retail volunteers.

Retention and Recognition of Volunteers

Work Volunteer Services' frameworks to ensure volunteers are receiving feedback and feel valued and that the reputation of the Hospice as a great place to volunteer is maintained. Co-ordinate any functions agreed by Manager Volunteer Strategy and Services designed to recognise contribution and encourage volunteer engagement.

Rosters

Prepare rosters for volunteers within the inpatient unit ensuring that all roles are covered and that the skill and personality mix of rostered volunteers contributes to a harmonious environment. Ensure adequate cover is provided or alternative plans put in place to mitigate any volunteer absences.

Coordinate and Lead Volunteer Services' Volunteers

Day-to-day management of a small group of volunteers who volunteer for Volunteer Services e.g. provide direction, delegate tasks, coach and upskill, recognise good performance, and address low level issues.

Management of Issues

Be the first point of contact to deal with issues arising with inpatient unit volunteers. Where appropriate resolve these issues or refer to the most appropriate person for resolution.

Source Volunteers for Special Events/Projects

Work with staff and managers including the fundraising team to find suitable volunteers to work at one-off special events or for special projects identified.

Support the fundraising team in the management of volunteers working at one-off special events.

Employee Volunteers

Under the direction of the Manager Volunteer Strategy and Services, nurture and build relationships with organisations to encourage and support the utilisation of employee volunteers. Find suitable tasks for employee volunteers to undertake that strengthen the relationship with the Hospice and recognises the importance of these relationships from a fundraising perspective.

Data Management and Reporting

Maintain databases of relevant contact and participation information relating to all Hospice volunteers to ensure that reporting is possible and the integrity of information is reliable and maintained. Provide reports at the direction of the Manager Volunteer Strategy and Services.

Health and Safety

- Practise within Mary Potter Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual.
- Report all identified hazards, incidents (including near-misses) and accidents to the Manager Volunteer Strategy and Services and the Inpatient Unit Nurse Manager if appropriate.
- Contribute to ensuring that a safe working environment is maintained at all times
- Participate in mandatory health and safety training as required

This job description does not intend to cover every detail that may be required within the role, and the expectation is that any other reasonable requests made by the Manager Volunteer Strategy and Services will be undertaken.

FUNCTIONAL RELATIONSHIPS

Internal

Support Services Team
IPU Nurse Manager
Fundraising Marketing and Communications Team
All Inpatient Unit Volunteers

Staff

External

Corporate entities providing volunteers

Volunteer Wellington

Volunteer-involving organisations

Potential volunteers

EDUCATIONAL REQUIREMENTS

NCEA Level 3 desirable

PERSON SPECIFICATION

The following requirements are sought for this position:

- Ability to build and maintain relationships
- Excellent communication skills
- Excellent organisational skills
- Experience in recruitment, selection, orientation and training, preferably with volunteers
- Experience in the not-for-profit sector preferably working with volunteers
- Resilient and able to manage stress
- Empathetic and possessing some knowledge of the grief process
- Ability to maintain confidentiality
- Be able to relate extremely well with a wide variety of people, including the ability to listen and be approachable.
- Competent in Microsoft office suite
- Competent in database management
- Able to work the occasional evening and travel to different locations (i.e. Porirua and Kapiti)

Signed: Date:

(Job Holder)

Signed: Date:

(Director)

Job Description Appendix

About Mary Potter Hospice

For over 35 years, Mary Potter Hospice has provided the highest quality specialist palliative care to people whose illnesses are incurable. We support patients and their families to deal with the host of significant and challenging changes.

At Mary Potter Hospice our vision is that people in our communities who need palliative care have access to compassionate and quality care, when and where they need it. To achieve this, we work alongside our many health partners to promote and provide education on quality palliative care and care planning services. We provide high quality specialist palliative care in our In-Patient Unit, in other care facilities and the community. The Hospice assists patients and their families with the quality of their life, their dying and their bereavement.

Our values are based on respect, compassion, dignity, hospitality, and stewardship.

In 2016/17 it will cost approximately \$12 million to run the Hospice. Government contract income currently funds 50% of this with the balance to be raised from the community. Donated goods sold through our retail shops is expected to reach \$2 million (gross)."

Mary Potter Hospice is proud to be regarded as one of Wellington's most loved and trusted charities.

As at January 2017