



## Volunteer Co-ordinator: Be Included Be Involved Project

Full Time 37.5 hours per week (part time/job share considered)

Fixed Term contract for 12 months

Salary (FTE) £22,440 - £29,034. Depending on experience.

### The Haven

The Haven is an award winning charity which aims to improve the quality of life of people affected by a range of life limiting conditions including cancer, multiple sclerosis, Parkinson's disease and dementia. Information and support is provided, to clients and their families, by a multidisciplinary team of nurses, therapists and volunteers. Our aim is to support our clients to understand all aspects of their illness, treatment and care; to improve their emotional wellbeing and ability to manage stress and to sustain carers in their caring role. The Haven has been recognised nationally through attainment of the King's Fund/GSK IMPACT Award and the Queen's Award for Voluntary Service.

In April 2016 a brand new custom designed building opened in Forth with the aim, via a 3 year development plan (2018-21), of becoming a vibrant hub from which to deliver an increased range and number of Haven services to families across rural Clydesdale. The 'Be Included Be Involved' Project is a new project designed to increase access for people living in Forth and the surrounding areas to a range of volunteering opportunities.

Volunteers are a very important part of The Haven team who work as part of a multidisciplinary team with nurses and therapists to ensure our clients receive the highest standard of care. Volunteer opportunities within The Haven, such as Peer Support Volunteers, Volunteer therapists and a range of additional volunteering opportunities allow people to learn new skills, build confidence and develop experience in a health care setting and as a result move them further towards their personal volunteering/career aspirations.

Through the delivery of ***an exciting new initiative, the "Be Included - Be Involved" project***, and with the support of key partners, we aim to establish self-sustaining, robust volunteering pathways and 30 volunteering opportunities. This will allow us to increase the range and number of services we deliver to families affected by Life Limiting Illness in Clydesdale.

***'Be Included Be Involved' offers the potential for a highly motivated, compassionate and empathetic individual who has experience of working with in a health care environment to join our multidisciplinary team and enable the effective co-ordination, development and successful delivery of the project and associated outcomes. Providing expertise to work in a person centred environment, utilising a strengths based, outcomes focused approach to ensure volunteers are supported to meet their volunteering aspirations via a range volunteering opportunities.***

This post will be based within The Haven Centre at Forth.

The Haven, 36 Manse Road, Forth, ML11 8AJ  
Tel: 01555-811846 [www.thehavencentre.com](http://www.thehavencentre.com)

## **Role Specification:**

As part of the multidisciplinary team, reporting directly to The Service Development Co-ordinator, you will co-ordinate the delivery and development of the Be Included Be Involved project and ensure all project outcomes are achieved within defined timescales. As an integral member of The Haven multidisciplinary team and with line management responsibility for the project administrator, a key focus of the role will be mentoring and coaching the volunteer team to ensure their volunteering aspirations are met and a high quality of care is provided to clients. In addition you will match volunteers to a range of additional co-produced volunteering roles. The project will align with key partner organisations and an element of the role will involve the creation of volunteering signposting pathways within the community to and from the Haven.

The post will involve recruiting, developing and providing ongoing supporting to volunteers to assist in the development and smooth running of all Haven services and would also include ongoing supervision, coaching and mentoring of volunteers and delivery of key induction and training support.

## **Main Duties & Responsibilities**

1. **Coordinate the successful delivery of Be Included Be Involved Project and meet project outcomes** – Reporting directly to The Service Development Co-ordinator, work collaboratively with the Project Administrator, Haven staff and volunteers to develop and implement the project. Ensure that all funder outcomes are achieved within defined timescales in doing so.
2. **Line Management Responsibilities** - Provide line management support and supervision to the Project Administrator to ensure robust monitoring and evaluation systems, processes, guidelines and protocols are implemented, including data protection that support the delivery of the project and beyond.
3. **Develop and maintain relationships with key partners** – create 2 way robust signposting pathways and associated processes with partners and wider community via the development and maintenance of partner relationships.
4. **Contribute to the development of a Project Communications Plan** – work alongside The Haven's Community Engagement Co-ordinator and Project Administrator to ensure project is publicised within target neighbourhoods.
5. **Co-produce a range of volunteering opportunities for people living in Forth and surrounding areas** – Be responsible for the recruitment and induction of volunteers into a range of volunteering opportunities. Be responsible for and be the named signatory for Volunteer PVG applications.
6. **Provide ongoing support to Volunteers** – in line with The Haven's Volunteer Development programmes and working alongside The Haven Multidisciplinary Team, provide ongoing support, supervision, coaching and mentoring to volunteers, evaluate progress towards their volunteering aspirations at regular intervals and conduct exit evaluations on progression from volunteering role.
7. **Evaluate outcomes and impact of the Project** – work with project administrator and Haven Multidisciplinary Team to evaluate progress and impact of project towards key milestones and disseminate to key partners via a number of learn and share events.
8. **Comply with all Haven policies** - including Health and Safety and Child Protection and attend and actively participate in staff training, team meetings and clinical supervision sessions. Be accountable for own actions and act in accordance with Haven policies and guidelines.
9. **Team Working** – Develop good working relationships with all personnel within The Haven. Ensure that the Haven is seen in a positive and professional light at all times.
10. **Personal Development** – Complete an annual Objectives and Personal Development Plan in consultation with the Service Development Co-ordinator and participate in performance reviews

<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b>		
Educated to Degree level or equivalent experience	Y	
Evidence of Continuous personal and professional development	Y	
Membership of relevant Professional Body		Y
<b>Experience</b>		
2 years post qualifying experience in relevant field	Y	
Experience of working with volunteers	Y	
Experience in volunteer recruitment, development mentoring and management, working in a strength based and actions focused way	Y	
Experience of processing Volunteer PVG applications and PVG signatory requirements		Y
Experience of working with families affected by a range of Life limiting Illness		Y
Experience of the voluntary healthcare sector		Y
Experience of coaching/line management of staff	Y	
<b>Skills, Ability, Knowledge</b>		
Understanding of the need of Haven Clients	Y	
Knowledge and effectiveness of delivering outcome, strength based projects and programmes	Y	
Knowledge of safeguarding policy and requirements including confidentiality and data protection	Y	
Knowledge of ethical guidelines and boundaries in the delivery of healthcare services	Y	
Ability to coach, mentor, support and supervise volunteers and staff	Y	
Understanding of voluntary sector environment		Y
Competent in use of Microsoft Office Packages	Y	
Ability to coordinate workload, coordinate resources, meet deadlines and successfully deliver project outcomes	Y	
Current driving license and car driver/owner		Y
<b>Personal Qualities</b>		
An understanding of and alignment of the organisations aims and values	Y	
Organised and a good time manager	Y	
Enjoys working as part of a team, flexible in approach with a positive attitude towards volunteers	Y	
Ability to communicate effectively (verbally and written) with healthcare professionals, volunteers and clients	Y	
A high degree of personal motivation and a willingness to undertake relevant training required for project	Y	
Ability to identify potential project developments		Y
Commitment to excellence and continuous improvement	Y	
Ability to adapt and manage change	Y	

**Location:** The post will be based at The Haven centre in Forth but the post holder may be required to travel to neighbouring communities to meet the needs of the role and the organisation. Car driver/own car desirable.

**Hours:** Working hours Full Time are 37.5 per week (part time/share may be considered)– flexibility in hours worked may be required to meet the needs of the role. Overtime is not payable.

**Line Manager:** The post-holder will report directly to The Service Development Manager and will be expected to work collaboratively and effectively with all Haven personnel.

**General:** In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking policy to which the post holder will be expected to adhere when on The Haven business.

***Applications in the form of a supporting letter that outlines why you are applying for the post, your relevant skills and experience and the personal qualities you would bring to the role (up to 2 A4 pages), and in addition a skills based CV to:***

HR Department - Mark this for the attention of (June Sutherland – Service Manager)

The Haven  
Blantyre Health Centre  
Victoria Street  
Blantyre  
G72 0BS

Or by

Email: [recruitment@thehavencentre.com](mailto:recruitment@thehavencentre.com)

**Closing date: 12 noon on Friday 21<sup>st</sup> September 2018**



**EUROPE & SCOTLAND**  
European Social Fund  
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