

## SINGLE CORPORATE SERVICES

### PATIENT EXPERIENCE SERVICE

|                        |                            |                                                                         |
|------------------------|----------------------------|-------------------------------------------------------------------------|
| <b>Job title:</b>      | Volunteer Support Officer  | <b>To be completed by<br/>HR</b><br><br><i>Job Reference<br/>Number</i> |
| <b>Reporting to:</b>   | Voluntary Services Manager |                                                                         |
| <b>Accountable to:</b> | Voluntary Services Manager |                                                                         |
| <b>Pay Band:</b>       | Band 4                     |                                                                         |

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

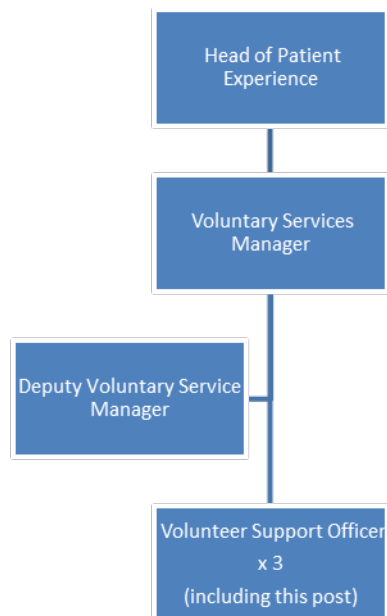
As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

#### Job purpose

- To provide support to the Voluntary Services Manager assisting with the management and development of an effective voluntary service.
- To be responsible for ensuring effective and efficient recruitment procedures for volunteers within the Trust, and its charity partners.
- To co-ordinate the collection of patient feedback through surveys by the Patient experience volunteers
- Handling all applications for current vacancies and responding to new requests or areas for development of voluntary help.
- To manage, undertake and organise induction and 'on-the-job' training for volunteers.
- Ensuring that volunteers feel valued/recognised for their contribution and regularly review retention of volunteers.
- To manage the day-to-day provision of the Trusts Happy to Chat volunteer team, the Hospital Guides, Response volunteer team and the Patient Experience volunteers.
- To manage and supervise the Voluntary services team and office, acting as Deputy when required for the Voluntary Services Manager

## Organisational Chart



## Specific Core Functions

- Manage the day-to-day work functions of the busy Voluntary Services office, including the supervision, training and development of a small team of employees and volunteers.
- Effectively manage the office and its voluntary and physical resources, ensuring a high level of service and cover is maintained by the voluntary service staff at all times.
- Oversee the day-to-day welfare of a large number of volunteers from across the trust and its partners.
- Liaising with Voluntary Services Administrators, Happy to Chat volunteer team, Hospital Guides, Patient Experience volunteers and response volunteer team.
- Liaise with and assist Voluntary organisations internally and externally to the Trust, in their day-to-day operations, managing and finding solutions to issues and problems.
- Lead when required (e.g. during absence of the Voluntary Services Manager) and generally assist the Voluntary Services Manager on a daily basis with retention and support of approximately 700 volunteers.
- Promote voluntary work and current vacancies to staff, volunteers, general public, voluntary organisations, and external agencies.
- Responsible for the general administration within voluntary services and develop problem solving amongst staff involved in the running of the service.
- Assist in developing policies and procedures for departmental use.
- Facilitate volunteer's recruitment procedures in line with Trust Policies, including interviewing to ascertain eligibility and suitability for voluntary work within the Trust; matching skills and strengths to the needs of the Trust.

- Support placements for those volunteers with employment challenges, which may include behaviour, disability or language, helping them gain knowledge, self-confidence and become work ready.
- Lead on the provision for mandatory induction training for volunteers. Undertaking the organization and delivery of training for volunteers trust wide and ensure attendance to meet responsibility of the Trusts duty of care. Ensure accurate records of training attendance are kept and recorded on volunteer database.
- Evaluate training, adapting content as required, making recommendations, and informing subject experts where relevant.
- Plan and co-ordinate recruitment and celebration events in conjunction with Voluntary services Manager. Prepare, administer and formally present the volunteers annual long service awards with Representatives from the Trust management.
- To develop and maintain an effective departmental filing system, explore paperless work-streams and ensure accuracy on the database of volunteers and their availability. Ensure rotas are readily available and managed by ward areas/departments and remain up to date.
- Provide monthly reports on recruitment and volunteering activity. Analyse data to determine trends and report.
- To oversee department spend, by issuing and monitoring travelling and parking expenses whilst recording transactions for budget control.
- To help promote a positive image of volunteering within the Trust and local community by attending meetings and functions of charities, organisations and public relations events to create awareness of volunteering and give presentations as required.
- To maintain knowledge of NHS Employers checks, DBS advice and the law and Visa terms and conditions.
- In the event of a Major Incident help implement the Voluntary Services Major Incident Plan and mobilise Volunteers accordingly by attending and activating the plan, according to the laid down procedure. To be involved in the regular major incident practices to ensure procedures are maintained.
- This individual will make sure that policies and standards of practices are adhered to. Regularly review and update information and leaflets held within Voluntary Services as required

## **Key Responsibilities**

### ***Communication and Working Relationships***

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance

skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

#### **Analytical and Judgement**

- Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.

#### **Planning and organising**

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

#### **Physical Skills**

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

#### **Patient Client Care**

- Assists patients/clients/relatives during incidental contacts.

#### **Policy and Service Development**

- The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.

#### **Financial Management**

- The post holder is responsible for maintaining stock control and/or security of stock,

#### **Management/Leadership**

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

#### **Information Resources**

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

#### **Research and development**

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

#### **Freedom to Act**

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

#### **Physical effort**

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

#### **Mental effort**

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

#### **Emotional Effort**

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

#### **Working conditions**

- Exposure to unpleasant working conditions or hazards is rare.

#### **Person Specification**

| <b>Criteria</b>       | <b>Essential</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Desirable</b> | <b>How criteria will be assessed</b> |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------------|
| <b>Qualifications</b> | <p>NVQ4 in Administration or equivalent level administration knowledge and experience</p> <p>ECDL (European Computer Driving License) or equivalent qualification</p> <p>Evidence of continuing professional and personal development</p> <p>Certificate in Personnel Practice or equivalent qualification or experience</p>                                                                                                                                                                                          |                  | Application and Interview            |
| <b>Experience</b>     | <p>Experience or understanding of creating electronic records, electronic filing systems</p> <p>Experience to manage a diverse workload whilst dealing with frequent interruptions</p> <p>Experience of dealing with confidential and complex information</p> <p>Experience of managing a team</p> <p>Experience to meet deadlines and to work under pressure</p> <p>Experience of working in healthcare or social care administrative setting</p> <p>Experience of dealing with people in distress in a calm and</p> |                  | Application and Interview            |

|                  |                                                                                                                                                                                                   |  |                                          |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------|
|                  | confident manner                                                                                                                                                                                  |  |                                          |
| <b>Knowledge</b> | Advanced IT skills in Microsoft Office packages<br><br>Advanced knowledge of a range of administrative procedures<br><br>Exceptional organisational skills<br><br>Knowledge of voluntary services |  | Application and Interview and Assessment |

### Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adult's policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.