**SINGLE CORPORATE SERVICES**

**PATIENT EXPERIENCE SERVICE**

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| **Job title:** | Volunteer Project Manager | ***To be completed by HR***  *Job Reference Number* |
| **Reporting to:** | Voluntary Services Manager |
| **Accountable to:** | Voluntary Services Manager |
| **Pay Band:** | Band 5 |

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**

* In conjunction with the Voluntary Services Manager, provide leadership and support to the Volunteer Services team and lead on the Communities Health Action Together (CHAT) Partners project and community Volunteers.
* Introduce a shared volunteering infrastructure, such as a passporting scheme alongside the CHAT partners to help promote collaboration between statutory organisations, voluntary community and social enterprises (VCSEs), and NHS trusts.
* To provide personal development, support and direction to the voluntary services team.
* Building volunteer capacity in the community
* In consultation with the Voluntary Services Manager, support the development and introduction of new community volunteer roles in response to the changing needs of patients, carers, staff and within the context of delivering health care during and post COVID 19.
* Ensure governance processes are in place to support safe, effective, and compassionate delivery of the new volunteer initiatives

**Job summary**

* To lead on the CHAT project, including the development of project plans, timelines, and associated resource allocation
* Plan and organise health fairs within the local community, working alongside the third sector to introduce a shared volunteer recruitment process
* to lead, manage and support the delivery of new volunteer initiatives in the community
* to provide support and training to the community volunteers
* to provide leadership to the voluntary services team, deputising for the Voluntary Services Manager
* to ensure that volunteers have clear high-quality information about their role, following a comprehensive recruitment and induction process and relevant training

**Organisational Chart**

**Specific Core Functions**

* Support the delivery of new volunteer initiatives across the Trust to build on-site capacity of volunteers.
* Responsible for the recruitment and onboarding of community Volunteers
* Work closely with the CHAT partnership to introduce new volunteer initiatives
* across the community in a timely manner. Managing communication with all levels of staff to ensure understanding and gain co-operation.
* Project manage and lead the introduction of a shared recruitment/passporting process across Hampshire and the IOW as part of the CHAT partnership
* Co-ordinating community health alongside the third sector and community volunteer fairs.
* Provide leadership and support to the voluntary services team, deputising for the Voluntary Services Manager as appropriate
* Work to secure the physical resources required of this post.
* Create and monitor a governance structure for the new volunteer service provision to ensure clear documentation and training provision
* Organise and new and present current staff briefing sessions e.g. induction programmes for all Volunteers
* Organise and manage the briefings and communications to community Volunteers, as well as promotion and marketing of the CHAT partnership across the Trust.
* Collate and present data in a variety of formats to provide evidence which will enable the Trust to monitor the effectiveness of the new volunteer service and respond to changes in service requirement following feedback from users and Ward/Department Managers.

* To manage/support ad hoc projects as directed by the Voluntary Services Manager e.g. patient feedback redevelopment project, supporting improvements to the patient experience.
* Work with Senior Information Analyst and Voluntary Services Manager to determine optimum method of producing data to fulfil project remits.
* Responsible for developing project control and reporting procedures. Maintain project documentation, ensuring accurate version control is in place.
* Responsible for producing plans, schedules and reports on activities related to new volunteer initiative projects. Reporting key milestones and adjusting plans to ensure target dates are met as required.
* Develop and document clear processes for continued data collection to enable future submissions or collections related to projects.

**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 developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error, or the post requires highly developed physical skills, where accuracy is important, but there is no specific requirement for speed. This level of skill may be required for manipulation of fine tools or materials.

***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 is responsible for day-to-day supervision or co-ordination of staff within the Voluntary Services. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.

***Information Resources***

* The post holder is responsible for the operation of one or more information systems at department / service level where this is the major job responsibility.

***Research and development***

* Regularly undertakes R&D activity as a requirement of the job, or regularly undertakes clinical trials, or regularly undertakes equipment testing or adaptation.

***Freedom to Act***

* The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

***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**

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| **Criteria** | **Essential** | **Desirable** | ***How criteria will be assessed*** |
| **Qualifications** | BSc Degree in relevant field or equivalent experience  Evidence of recent CPD  Evidence of developing policy, guidelines and managing resources  Management qualification or evidence of managing/co-ordinating a team |  | Application and interview |
| **Experience** | experience within the Health Sector particularly in voluntary services or HR  Proven experience of managing cross-functional support teams and services  Project management experience  Track record of delivery of objectives to tight deadlines  Managerial experience in the Health Sector  Knowledge of healthcare education environment across all professions including working within clinical areas |  | Application and interview |
| **Knowledge** | Good communication and interpersonal skills  Ability to gather data, compile information and prepare comprehensive reports  Skill in the use of window-based utility software (e.g. Microsoft Word, Excel, PowerPoint, survey tools)  Strong interpersonal skills underpinned by a confident and professional manner  Strong presentation skills coupled with the ability to convey complex concepts clearly and concisely  Teaching and mentoring skills  Team building skills  Ability to prioritise workload, instruct and direct others  Organisational skills and able to work as part of a team  Able to support development of others  Articulate and knowledgeable of current professional clinical ward issues  Advocacy skills  Strong customer service skills  Ability to adapt to change within working situation. |  | Application and interview |

**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 adults 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.