

# Job Description

Job Title:	Volunteer at Life's End (VALE) Coordinator
Band:	4
Base:	You are required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital).
Reports to:	Volunteer Services Manager
Accountable to:	Senior Nurse For Patient Experience

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<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

<h2 style="color: #0056b3; margin: 0;">Job Summary</h2>	<ul style="list-style-type: none"> <li>UHL are working in partnership with the Specialist End of Life Charity, the Anne Robson Trust to attract, recruit , train and manage a dedicated team of volunteers to support End of Life Care</li> <li>To commence and establish a Volunteer at Life's End (VALE) service working closely with the Anne Robson Trust, who will provide comprehensive training and support; and also to work closely with the palliative care service</li> </ul> <p>Lead and manage the recruitment and placement of VALE volunteers within UHL NHS Trust. To be responsible for the effective recruitment, training, coordination and supervision of a large team of volunteers who will supporting people (and their visitors) who are in the last days and hours of life</p> <ul style="list-style-type: none"> <li>To be responsible for the development and expansion of the services to meet the needs of the Trust and its users taking into account national and local strategy, policy and practice.</li> <li>As part of this role you will be expected to undertake the maintenance of accurate records and data to use for information, monitoring, evaluation and statistics and the production of reports, ensuring that all support is logged on the individual volunteers record.</li> <li>As part of the team you will be expected to follow our values at all times, acting in a professional, pleasant and helpful manner, willing to adapt in a changing and developing environment always focused on driving this project forward.</li> <li>Lead the coordination of the recruitment, placement of VALE volunteers on all sites including developing and expanding the project to meet the needs of the Trust and its users taking into account national and local strategy policy and practice.</li> <li>To provide day to day VALE volunteer supervision, management, co-ordination, emotional and pastoral support including both a regular and emergency response rota of volunteers to provide a full service across the 3 sites within the Trust</li> <li>To ensure that volunteers are trained to required standard, maintaining up to date records and ensuring the H&amp;S and other legislation is adhered to at all times.</li> <li>To exercise confidentiality and discretion at all times in relation to the duties of the post and any information to which the post holder may have access, ensuring that the data protection act and Trust policies are adhered to.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To work in a manner that respects the cultural diversity of our population and respects the human rights of individuals ensuring people are not discriminated against through age, sexual orientation, disability etc.</li> <li>• To ensure that the recruitment of volunteers is inclusive and closely monitored to meet the needs of both the individual volunteers and the Trust.</li> <li>• To plan recruitment in line with Trust and National priorities.</li> <li>• To place VALE volunteers in areas appropriate to their individual and Trust needs and priorities in a timely and safe manner, ensuring that accurate information is given and records maintained.</li> <li>• To work closely with the Anne Robson Trust, Palliative Care Services, Wards, Departments, and Clinics, to ensure that areas of greatest need are served by first and to promote the VALE services to all wards and departments.</li> <li>• To work with staff who have direct contact with VALE volunteers to ensure that volunteers are valued and recognised as part of the team by all staff and that good practice standards are followed when working with volunteers and that they are utilised to their full potential.</li> <li>• To take the lead in the retention of VALE volunteers through training, placing and supporting volunteers appropriately and supporting and recognising the contribution of volunteers.</li> <li>• To carry out disciplinary interviews on volunteers and respond to volunteer grievances where necessary and in line with Trust policy</li> <li>• To work as part of the Volunteer Services Team supporting agreed Trust Volunteer Service Objectives and contributing to other areas of volunteer provision across the Trust when required.</li> <li>• To provide cover and support for other Volunteer Projects and services within the Trust when required.</li> <li>• To be responsible for accurate recording of relevant data and monitoring and evaluating the delivery of the VALE service</li> <li>• To maintain accurate records and a database of volunteer details to use for information, monitoring, evaluation and statistics required for the production of reports.</li> <li>• As part of the Volunteer Services team promote and publicise</li> </ul>
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	<p>the VALE service both internally and externally through mail shots, attendance at events, talks and displays</p> <ul style="list-style-type: none"> <li>• To liaise with all levels of staff to ensure effective communication is maintained and that a framework is in place to ensure that VALE volunteers are inducted to areas and supported appropriately.</li> <li>• To be responsible for the development of the service in line with Trust and National priorities to meet identified needs.</li> <li>• To carry out risk assessments on, VALE volunteer roles and reassess as necessary.</li> <li>• To undertake thorough investigations should an incident or accident occur and provide a detailed report. <ul style="list-style-type: none"> <li>• To organise and deliver appropriate training in line with Trust Standards for volunteers and subsequent mandatory training updates refresher training as and when required.</li> <li>• Undertake the specialised training and support provided by the Anne Robson Trust To further develop volunteers skills, experience and knowledge through access to appropriate training and development opportunities within their voluntary role</li> <li>•</li> </ul> </li> </ul>
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## KEY WORKING RELATIONSHIPS

As well as being an integral part of the Volunteer Services Team, you will work closely with the Anne Robson Trust, Palliative Care Team, Ward/Department and Patient Experience Team. You will need to be able to manage, motivate and offer pastoral support to VALE volunteers.

## KEY RESULT AREAS

- To be able to manage teams of VALE volunteers and provide regular safe efficient services for patients
- To manage the recruitment and placement of new VALE volunteers ensuring good practice is maintained and strategic objectives are met
- To work with areas requesting VALE volunteers to ensure that referrals are appropriate
- Prioritise a range of activities
- Be able to provide an acceptable level of service through the management of VALE volunteers
- Dealing with difficult situations calmly and efficiently and resolving issues

and complaints

- Meeting the needs and expectations of volunteers, staff, patients and visitors
- Ensuring that the services operate within the agreed H&S boundaries and requirements
- Promote and publicise the service recognising and celebrating the involvement of VALE volunteers at all levels.

### Management

- Maintain accurate data collection and produce monthly reports on activity for UHL
- Ensure data input is completed in real time
- Ensure adequate cover is in place to provide support to **VALE** during post holder's annual leave
- Have the ability to be flexible with working hours, which may change on a weekly basis due to the needs of the service
- Be flexible in order to support and manage VALE and the Volunteer Service as a whole.

### **GENERAL**

- To prioritise own workload and ensure that all work is carried out effectively and efficiently meeting agreed deadlines and standards
- To lead on the development and implementation of these services working without direct supervision
- To support other volunteers within the Trust through the authorisation of travel expenses, providing support for existing volunteers and promoting other areas of Trust Volunteering to callers to the office.
- To work as part of the Volunteer Services Team supporting agreed Trust Volunteer Service Objectives and contributing to other areas of volunteer provision across the Trust.

# Person Specification

Post:

Volunteer at Life's End (VALE)Coordinator

Band: 4

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
<b>Commitment to Trust Values and Behaviours</b>	<ul style="list-style-type: none"> <li>Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours</li> </ul>		I
<b>Training &amp; Qualifications</b>	GCSE English grade C or above (or Equivalent) <ul style="list-style-type: none"> <li>NVQ Level 3 or equivalent experience</li> <li>Knowledge of end of life care through study or experience</li> </ul>	<ul style="list-style-type: none"> <li>Adult Teaching Certificate C&amp;G level 2 or equivalent</li> </ul>	A  A  A/I
<b>Experience</b>	<ul style="list-style-type: none"> <li>Significant knowledge and experience of working in the NHS or a health and social care setting or voluntary sector organisation</li> <li>Experience of working with volunteers</li> <li>Experience of training and developing staff or volunteers</li> </ul>	Experience of managing volunteers	A/I  A/I

	<ul style="list-style-type: none"> <li>• Knowledge of project management acquired through formal training or experience</li> <li>• Experience of recruitment and selection</li> <li>• Experience of building and maintaining relationships with partners and stakeholders</li> </ul>		<p>A/I</p> <p>A/I</p> <p>A/I</p>
<b>Communication and relationship skills</b>	<ul style="list-style-type: none"> <li>• Able to work effectively with people of all grades and professions</li> <li>• Excellent written and verbal communication skills</li> <li>• Tact and diplomacy</li> <li>• Maintain attention to detail under pressure</li> <li>• Experience of dealing with the public</li> <li>• Highly organised</li> <li>• Computer literate</li> <li>• Knowledge and understanding of managing volunteers</li> <li>• Knowledge of Good Practice working with volunteers</li> <li>• Knowledge and ability of training and developing others</li> </ul>		<p>I/T</p> <p>A/I/T</p> <p>I</p> <p>I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

<b>Analytical and Judgement skills</b>	<ul style="list-style-type: none"> <li>• Ability to input and extrapolate data using databases and spread sheets</li> <li>• Ability to lead, motivate and manage a team</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of issues affecting vulnerable people</li> <li>• Ability to undertake surveys or audits as necessary to own work</li> </ul>	  
<b>Planning and organisation skills</b>	<ul style="list-style-type: none"> <li>• Planning and organisation skills with the ability to be adaptable, flexible and responsive to change organising rota's and day to day management</li> <li>• Able to take initiative and see tasks through to conclusion</li> <li>• Ability to lead and manage a project</li> <li>• Ability to teach and train others</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of NHS systems and procedures</li> <li>• Knowledge of Word, Access, Excel and PowerPoint</li> </ul>	      
<b>Equality, Diversity and Inclusion</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs</li> <li>• Able to engage in compassionate and inclusive leadership in the provision of high quality care and</li> </ul>		  



	interactions with others		
<b>Other requirements specific to the role</b>	<ul style="list-style-type: none"> <li>• Ability to work without close supervision</li> <li>• Able to work flexibly outside working hours</li> </ul>		<p>I</p> <p>I</p>