Job Description

Job Title: Volunteer & Learning Coordinator

Hours: 37.5 hours per week (30 hour week considered)

Reporting to: People Director

Job purpose: Our Vision is to make every day the best day possible for our patients and those closest to them, living with life-limiting illnesses in South Devon. You will support this by leading the co-ordination of our Volunteering and Learning activities across Rowcroft, building an inclusive volunteering service and ensuring everyone at Rowcroft has access to meaningful learning and education.

Our Values: Honesty & Integrity Generosity of Spirit Respect Team Player

Key Roles and Responsibilities

Volunteering

1. Lead the ongoing implementation of Rowcroft's volunteering strategy, work closely with the People Director and People Team colleagues to ensure the ongoing provision of an engaging and valuable volunteering service to support the delivery of Rowcroft's services and aims.

2. Work proactively and collaboratively with managers and volunteer leads across Rowcroft to maintain and continually develop a successful, diverse, inclusive volunteering service. Work to understand volunteering needs across the organisation, identify where volunteers can add value and support managers to develop engaging and inclusive volunteering roles.

3. Lead engagement and participation initiatives to connect our volunteers with one another and with the Hospice, including volunteer newsletters and regular events.

4. Ensure our volunteers have access to the development and information they need to carry out their roles safely and effectively. Make the best use of our volunteers' breadth of skills and experience to support our activities.

5. Administer the volunteer recruitment and induction of our volunteers, supporting all stakeholders to make the best use of technology, and developing effective recruitment activities to ensure we effectively reach target audiences and meet our strategic aims to recruit the right volunteers with the right skills and experience.

Learning & Wellbeing

6. Coordinate and lead the delivery of Rowcroft's Learning Strategy and Wellbeing Strategy working closely with the Director of People, Head of Education, HR and People Manager, Business Partner and colleagues from across the organisation to grow our culture of learning. Develop KPIs to measure and track progress.

7. Manage and administer the Learning Management System, ensure all data is up to date and accurate and reported to meet service needs. Work with subject experts across the organisation to ensure all LMS content is up to date. Provide support and



guidance to employees, managers and educators across the organisation to enable them to obtain the full benefit of the LMS.

8. Work closely with Service Leads and Managers across all teams to ensure we remain abreast of departmental learning needs and develop innovative ways to deliver learning for employees and volunteers. Work with and in partnership with learning providers to build development pathways for new initiatives and courses.

9. Be active and visible to support and provide digital skills development in the moment for colleagues across every area of the organisation, providing hands on support as required.

10. Monitor and manage the learning inbox and act as point of contact for all learning enquiries.

11. Lead in the coordination and administration of all staff and volunteer learning events, the Welcome Day and wellbeing events. Liaise with and confirm bookings with trainers and facilitators, work closely with service leads across the organisation to ensure attendance, book rooms and refreshments and be the point of contact on the day.

General

12. Be externally connected, get involved in community initiatives, connect with local organisations to build strong relationships to provide new volunteering pipelines and access to learning and funding opportunities.

13. Be a great ambassador for the People Team, encourage restorative practice in all interactions, and take part in relevant activities.

14. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Play an active part in team meetings. Help to create an environment that is continually critically questioning practice and promoting learning.

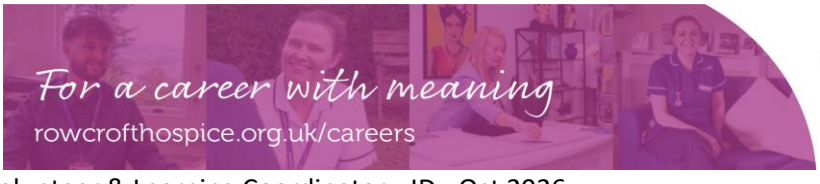
This list can never be exhaustive and is subject to change in line with the evolving needs of the organisation, but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.

Infection Prevention

All Rowcroft Hospice employees are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to:
- Decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- Take part in mandatory infection control training provided;
- Responsibly manage your own infections that may be transmittable to patients, including to contact Occupational Health for guidance.

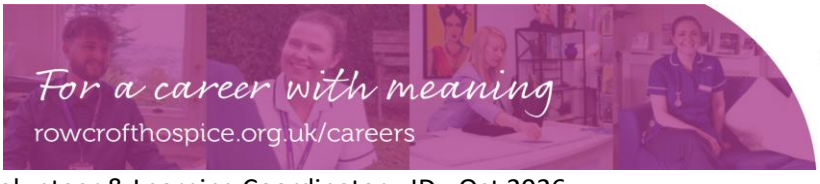
Place of Work
This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time). This will be fully discussed and agreed with the postholder.



rowcroft hospice
Registered Charity No: 282723

PERSON SPECIFICATION
Volunteer & Learning Coordinator

Attribute	Essential Requirements	Desirable Requirements
Qualifications and Training	• Good general level of education including English.	
Knowledge and Skills	• Strong communication skills both verbal and written. Good listening skills. Able to tailor messaging to audiences and write engaging communications. • High standards of presentation, accuracy and attention to detail with both written and spoken communications and data. • Good working knowledge of databases, Windows and 365 applications. • The ability to build highly effective and collaborative working relationships with others. • The ability to deal discreetly, sensitively with matters of a confidential nature. • Excellent customer service towards all internal and external customers. • A good working knowledge of GDPR and data protection obligations. • Excellent organisational skills, the ability to juggle multiple deadlines and conflicting priorities, prioritising and coordinating as required.	• Coaching and mentoring • Knowledge of legislation and best practice around volunteer management.
Experience	• Proven experience of administering detailed processes and maintaining accurate and up to date records. • Experience of working with databases, Windows and 365 applications experience of Microsoft Teams as a collaboration tool. • Experience of effectively engaging in person with with colleagues, providing training, support and guidance. • Experience of managing events.	• Experience of working alongside volunteers. • Experience of managing learning management systems.
Personal Requirements	• Friendly, welcoming and inclusive. • Flexible to be visible and present at events and activities when volunteers are involved and to welcome trainers and facilitators to site, which may include early starts. • Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. • A desire to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.	• A good understanding of the purpose, values and strategy of Rowcroft Hospice. • Willing and able to volunteer for at least one Rowcroft event each year.



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