

Job description and person specification

Job title:

Band:

Accountable to:

Responsible to:

Thank you for considering a role at the [West Suffolk NHS Foundation Trust](#)

First for our patients, staff, and the future



Our **patients** are at the centre of everything we do. The quality of care that we provide is our driving force. We strive to deliver the best patient outcomes and experience in the most appropriate setting available. We are committed to joining up services locally, collaborating with our partners and supporting our staff to make continuous improvements – no matter how big or small – that challenge us all to raise our standards.

We believe our **staff** must take good care of each other, so together we can take good care of our patients. We aim to build a fair, open, and learning culture that is inclusive and supports all staff to develop their careers. We

want to be recognised as a great place to work.

Advancing our digital and technological capabilities to better support the health and wellbeing of our communities is vital. We want to be at the forefront of these changes and have an opportunity to progress this through the planning of a new healthcare facility. Together with patients, public and staff, we will shape health and care services that are fit for current and **future** needs, helping people to stay well and get well.

Our values

We believe that how we do things is just as important as what we do.

Our Trust values of fairness, inclusivity, respect, safety, and teamwork (FIRST) are the guiding principles and behaviours expected of our staff and which run through our organisation.

We use them to improve the services we provide to our community and the way that we work as a team and with our partners. As a member of our team, you will need to live these values, placing them at the heart of everything you do.



[You can find out more about our vision and values by reading our five-year strategy **First for patients, staff, and the future** here.](#)

Job summary:

The Volunteer Services Lead has overarching responsibility for the strategic and operational leadership of Volunteer Services across West Suffolk Foundation Trust, working extensively with external partners and internal staff to develop and promote volunteering opportunities. This includes the development, implementation and on-going re-fresh of the Trust's volunteer services strategy, supported by external insight and a robust performance management framework.

Job responsibilities:

Key Tasks & Responsibilities:

Lead the strategic development of volunteer services

- Responsible for the design, development, implementation, and review of the Trust's strategic approach to volunteering, working with staff Trust wide, and working directly with external partners across our acute and community settings, including schools and VCFSE organisations.
- Responsible for scoping future developments for the service, in line with our changing NHS agenda, including consideration of preventative health activities and wellbeing support.
- Responsible for the development and implementation of volunteering opportunities for students and young people, aligning this with wider Trust and partner activities such as apprenticeships, recruitment, and training opportunities.
- Responsible for keeping abreast of latest research in order to evaluate, plan and implement new ways of working, including improving resource utilisation, in conjunction with clinical and non-clinical staff.
- Responsible for developing and maintaining new initiatives, which are designed to help the NHS deliver greater impact through their volunteer services and partnerships with the voluntary sector.
- Responsible for ensuring volunteer opportunities are compatible with the Trusts' strategic direction and within the limits within which volunteers should work.
- Responsible for liaising with national and local VCFSE organisations to ensure alignment of offers across our Trust and community settings, dovetailing services where needed, jointly promoting and developing opportunities where appropriate.
- Responsible for ensuring relevant policies, processes and operating procedures are reviewed and updated in line with latest legislation, research, Trust requirements, and best practice in relation to volunteering services.
- Responsible for increasing awareness of volunteering services in clinical, non-clinical and community settings to enable the appropriate growth of the service.

Lead the operational delivery of volunteer services

- Liaise with senior staff regarding the identification of suitable volunteer placements.
- Ensure staff who supervise volunteers are aware of the limits within which volunteers should work.
- Promote volunteering opportunities within the Trust and across community locations, in partnership with Alliance and system-based organisations.
- Ensure volunteer services is recognised as the central point for information on volunteering opportunities.
- Operationally manage the substantive volunteer services team, as well as the volunteers who provide regular support to the Trust in an unpaid role.
- Lead on the identification of new and inclusive volunteering opportunities, in line with the current and future needs to the Trust, and national NHS areas of focus.
- Oversee the placement process ensuring that volunteers are placed and provided with the necessary orientation, checks, personal protective equipment (PPE), mentoring, supervision, remuneration of out of pocket expenses and support as needed.
- Development and maintenance of appropriate IT systems, in accordance with the Trusts Data Protection Policy.
- Lead ESV volunteering for West Suffolk Alliance

Financial management

- Responsibility for managing and maintaining the budget for department, monitoring and rectifying any forecast shortfalls in accordance with established procedures.
- Responsibility for authorising the payment of invoices, purchase documents, expenses, overtime payments etc.
- Responsibility, in collaboration with others, for income generating activity, including sourcing sponsorship, where this supports development potential for service.

Governance, performance management and reporting

- Ensure volunteer services complies with Trust policies and relevant legislation, including working within the legal guidelines, for example Health and Safety, Manual Handling, Data Protection etc.
- Work within an overall framework of Clinical Governance, acting as departmental lead for this area of activity.
- Develop and review policies, processes, procedures and guidelines to enable effective service provision and minimise risk.
- Ensure risk assessments are undertaken and maintained for each volunteer placement.
- Investigate and respond to complaints in accordance with the Trust's complaints policy and process.
- Monitor service performance and ensure that service needs are met within allocated resources and agreed timescales.
- Undertake regular effectiveness reviews through audits, surveys and interviews.
- Monitor, investigate and report on performance spanning a broad range of issues, including incident trends, complaints, sickness absence and education and training as required.
- Creation of Board and any other reports as required outlining performance against planned activities and targets.
- Report any variance in performance providing further detail and action plans where necessary.

People and relationship management – Volunteer Services Team

- Responsible for the line management of the Volunteer Services team ensuring all staff have and maintain a clear understanding of their role and expectations and receive the support they need to undertake their job and progress in line with their career aspirations.
- Ensure there is an appraisal process within the department and that each staff member has personal objectives for which they are held accountable, and personal development plans to support personal and professional growth.
- Provide HR advice and guidance to direct reports as appropriate, in line with published HR policies.
- Undertake staff recruitment as required.
- Identify and address performance and disciplinary issues, including sickness absence.
- Develop effective working relationships with staff across the Trust, and external stakeholders, including at Alliance and system level.

- Assume responsibility for line management of the Friends Shop staff and liaise with the Friends of West Suffolk Hospital Treasurer on any employment issues which impact on the Friends of WSH.
- Operational lead for the relationship with the Friends of West Suffolk Hospital, managing the annual grant award process.

People and relationship management – Volunteers

- Maintain comprehensive records of staff and volunteers.
- Ensure volunteers feel valued and well supported within their placement, by the department and the Trust, providing appropriate recognition to volunteers for the services they provide.
- Ensure appropriate screening is undertaken for all volunteers, including where appropriate applications to the DBS for Disclosure checks. Ensure all DBS disclosure checks are updated in accordance with Trust policy.
- Ensure that there are appropriate recruitment, selection and on-boarding processes and procedures for volunteers involved with all Trust placements, aligned with Trust requirements.
- Ensure volunteers complete mandatory e-training prior to induction, and refresh with updates, including the Trust's Service Standards to all volunteers.
- Ensure that all staff and volunteers are aware of and fully embrace their responsibilities towards the Trust Values and Service Standards.

Communication

- In liaison with other teams internally and externally, lead the development of volunteering recruitment campaigns, publicity information, and awareness raising, to encourage active interest in volunteering work within the Trust and across the community, ensuring that opportunities are available for all.
- Continue to enhance communication within the department and between other Trust areas, including with clinicians, non-clinicians, managers, ward, community and other staff.

Trust wide responsibilities

- Contribute to the general management of the Trust as a member of the Workforce and Communications Directorate developing a shared understanding of, and commitment to, the Trusts strategic aims and objectives.
- Contribute to the strategic development of the Trust, participating as required in working groups, activities and contributing to reports etc.
- Contribute to specific national, regional or Trust projects as required, bringing to them the expertise acquired from running a volunteers service.

Foster a culture of inclusivity and diversity of thought and practice

- Work with colleagues to ensure that volunteer services are developed and delivered in a way that is inclusive in thought and practice for all.
- Actively develop and support the implementation of Equality Impact Assessments as required.
- Work with colleagues within the team and across the Workforce and Communications Directorate, encourage, enable and support the career development of under-represented groups into leadership and management roles, as identified.

Manage self

- Manage own workload to ensure deadlines are met and quality is not compromised.
- Keep abreast of learning and development activities within and outside the sector to ensure latest thinking and research is informing the design, content and delivery of learning and development provision. This includes attendance at conferences, meetings and special interest groups as relevant.
- Work as a flexible member of the Workforce and Communications Directorate, helping with any relevant duties as required.

This job description is a guide to the duties required and is subject to development and change over time with the post holder's approval and is not an exhaustive list of duties. There may be other relevant duties to be

undertaken from time to time in liaison with the Deputy Director of Workforce, Organisational Development and Learning.

Person specification

Requirements	Essential	Desirable	Evidence
Education and qualifications	<ul style="list-style-type: none"> Educated to degree or equivalent level in a managerial/supervisory role 	<ul style="list-style-type: none"> Qualification in Volunteer Management 	
Experience and knowledge	<ul style="list-style-type: none"> Demonstrable experience of leading in the voluntary sector / volunteering at both strategic and operational levels Understanding of the principles of good volunteer management, including detailed experience of working with volunteers or similar Demonstrable experience of leading a small substantive team, as well as an extended substantial team of part-time individuals Understanding of volunteering principles, including experience of developing and maintaining effective staff / volunteer relationships Experience in recruitment and selection procedures Proven track record of strategic planning and operational implementation, in line with organisational priorities Knowledge of relevant legislations and policies relating to volunteering 	<ul style="list-style-type: none"> Experience of the NHS Substantial experience in a managerial role Ability to instigate policies / procedures in relation to volunteer management Experience of supporting the running of a retail outlet 	
Skills and abilities	<ul style="list-style-type: none"> Excellent interpersonal and relational skills, including the ability to develop and maintain positive and value-building relationships with staff and volunteers Excellent leadership and management skills, including line and performance management of a small substantive team, and a larger 'remote' un-paid volunteer workforce Excellent verbal and written communication skills, including appreciation of alignment to differing individual and organisational audiences Excellent listening skills Excellent negotiation and influencing skills 	<ul style="list-style-type: none"> Experience of successful change management 	

	<ul style="list-style-type: none"> • High degree of initiative, responsibility and self-motivation and a professional pro-active approach to problem-solving • Ability to work effectively under pressure to meet demanding and sometimes conflicting deadlines • Effective project management and prioritisation skills • Excellent IT and analytical problem-solving skills • Budget management skills 		
Personal qualities	<ul style="list-style-type: none"> • People-centred with a strong emphasis on valuing others • Commitment to providing high quality person-centred service • Highly motivated, with the ability to motivate others positively • Ambitious and evidence of good attendance and time keeping • Ability to work under pressure and manage own workload • Ability to enhance profile of department • Ability to develop service 	<ul style="list-style-type: none"> • Flexible approach to working hours/duties 	

GENERAL NOTES

CHANGES TO JOB DESCRIPTION

The duties outlined above are subject to changes, after consultation with post holder, which meet the needs of the service as a result of the full implementation of the Trust Plans.

INFORMATION TECHNOLOGY

Staff are expected to develop the IT skills necessary to support the tasks included in their post. They will, therefore be required to undertake any necessary training to support this.

MAJOR INCIDENTS

The post holder is required to conform to the Trust's Policy, Strategy, Plans and Procedures for Business Continuity Incidents, Critical Incidents and Major Incidents (including for Security and Fire incidents), and is to contribute to the planning for such events. This is to apply to all Trust areas of responsibility, including the Community. Furthermore, the post holder is to attend mandatory training sessions and validation exercises as required.

HEALTH AND SAFETY

West Suffolk NHS Foundation Trust recognises the importance of having happy, healthy staff in order to deliver the outstanding care we are so proud of. The Trust offers a wide range of benefits to help staff maintain and improve their health and wellbeing. The post-holder will be expected to prioritise their own health and to make use of the facilities and services available to them. Every member of staff also has a responsibility to contribute to creating a happy, healthy work environment for others and to look out for colleagues' health and wellbeing.

QUALITY IMPROVEMENT

Continuous quality improvement is a core responsibility for everyone. Every member of staff's work ultimately impacts upon the quality and safety of the care we provide. All staff are expected to participate in continuous quality improvement in their immediate work areas. Training and support is provided.

FREEDOM TO SPEAK UP / TO IMPROVE

It is the pledge of the West Suffolk NHS Foundation Trust to never walk by an opportunity to make things better for staff, patients and relatives. It is the responsibility of all staff to highlight any areas of concern.



CONFIDENTIALITY

In the course of their duties employees will have access to confidential material about patients and members of staff. On no account must information relating to patients/staff/individuals be accessed by **anyone** unless there is a legitimate reason, for example, medical staff in relation to direct patient care, investigation of a complaint. If there is any doubt as to the whether access is legitimate, advice must be sought from the Information Governance Team. Breach of this policy will be regarded as gross misconduct and could result in disciplinary action.

INFECTION CONTROL

It is the personal responsibility of the post holder to adhere to the Trust policies and procedures outlined in the Infection Control Manual and any other Infection Control policies, procedures and practices which may be required from time to time.

NO SMOKING POLICY

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

EQUALITY, DIVERSITY AND INCLUSION

West Suffolk NHS Foundation Trust aims to ensure that no employee or job applicant receives less favourable treatment because of their age, disability, ethnicity, race, colour, nationality, ethnic or national origin or on the grounds of gender, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sexual orientation; or is disadvantaged by conditions or requirements which are not justified by the job to be done.

This also applies to patients. The Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

DATA QUALITY

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: accurate, legible (if hand written), recorded in a timely manner, up to date and appropriately filed.

FREEDOM OF INFORMATION

As an employee of the Trust, you are required to recognise a request from the public for information in accordance with the Trust's Freedom of Information Policy. All requests must be sent to the Information Governance Team.

INFORMATION ASSET OWNERS (IAO)

All Corporate Managers & Heads of Department are expected;

- To understand how information assets in their departments are used and for what purposes
- How information is created, amended or added to over time
- Who has access to the information and why
- Who the information is shared with and how
- Carry out any risk assessments regarding the safe handling of information
- Ensure that staff are aware of Information Governance policy regarding handling of information

More information is available from the Head of Information Governance.

CODES OF CONDUCT FOR NHS MANAGERS

Managers are required to carry out their duties in a manner which complies with the Codes of Conduct for NHS Managers Directions 2002.

STANDARDS OF BUSINESS CONDUCT & CONFLICT OF INTEREST

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the register of interests either on appointment or when such interests are gained. All employees are required to ensure they understand and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

FRAUD, BRIBERY AND CORRUPTION

The Trust has a zero-tolerance stance towards any acts of Fraud, Bribery and all staff should make themselves fully aware and understand the contents of the Trust's Fraud and Anti Bribery Policies. Any such activities will be subject to disciplinary and/or criminal action by the Trust.

STANDING FINANCIAL INSTRUCTIONS

All staff must comply with the Trust Standing Financial Instructions when committing the Trust to expenditure, including staff related costs.

SUSTAINABILITY

In supporting the Trust's policy on Carbon Reduction it is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly.

ACTIVE TRAVEL

The Trust supports the Cycle2Work scheme which helps an employee acquire a bike and safety accessories to the value of £1000, through their employer. An employee could make up to 42% savings on a brand new bike and safety accessories as they will not have to pay any tax on the benefit. There are 246 cycle storage spaces on the West Suffolk site.

See the travel pages on the intranet for further details.

NHS FOUNDATION TRUST

Employees of West Suffolk NHS Foundation Trust automatically become staff members of the Foundation Trust, unless they choose to opt out. On leaving the Trust, individuals automatically transfer to public membership, subject to their remaining in the catchment area, unless they request not to do so.

POLICIES AND PROCEDURES

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which the Trust may amend from time to time.

COMMUNITY STAFF

This also includes the policies and procedures that were in place for the community staff before they transferred into West Suffolk NHS Foundation Trust.

REVIEW & MONITORING

This policy and procedure will be reviewed and monitored annually by the Executive Director of Workforce and Communication in consultation with Trust Council

WEST SUFFOLK NHS FOUNDATION TRUST
TERMS AND CONDITIONS OF EMPLOYMENT

Band 7 Salary Scale:

Entry Level	£43,742 pa
Increment 1	£43,742 pa
Increment 2	£45,996 pa
Increment 3	£45,996 pa
Increment 4	£45,996 pa
Increment 5	£50,056 pa
Increment 6	£50,056 pa
Increment 7	£50,056 pa
Increment 8	£50,056 pa

Pro rata for part time

Until such time as local pay determination policies have been agreed by the Trust and implemented, the Trust will, in determining the salary, take due account of the pay rates for this post, in NHS employment and any changes to those rates which the Secretary of State for Health may authorise from time to time.

New entrants will normally enter the salary scale at the minimum of the scale.

HOURS OF DUTY: See job advert

ANNUAL LEAVE: 202.5 hours per annum plus public holidays (This is the annual leave entitlement for **full time employees who are working 37.5 hours per week, with minimum NHS Service** and will be pro rata for part time employees)

PENSION SCHEME: All staff are eligible to join the NHS Pension Scheme. Under the scheme, contributions are deducted at source from salary. Deductions will automatically be made for eligible employees unless they opt formally to withdraw from the scheme. In order to opt out, employees should contact the Pensions Administrator at NHS Shared Business Services on 0844 931 2005.

PERIOD OF NOTICE: Three months

TERMS AND CONDITIONS OF SERVICE: All terms and conditions of service are laid down by the West Suffolk NHS Foundation Trust, details of which can be seen in the HR Department.

PROTECTION OF CHILDREN AND VULNERABLE ADULTS: The Trust is committed to carefully screen all successful applicants who will work with children or vulnerable adults via the Disclosure and Barring Service (DBS police check). These applicants will be informed during the interview process of the screening procedure.

RETIREMENT POLICY: The Trust does not operate a compulsory retirement age for its employees and is committed to equal opportunities for all employees.

The Trust operates a flexible retirement policy and employees may voluntarily retire at a time of their choosing. Employees should inform their Line Manager in writing of their intention to retire, giving contractual notice in accordance with their contract of employment.

Written notification should be given even if the employee intends to return to employment with the Trust after accessing their pension.

Employees should consider their pension provision and take independent financial advice before making any decision in relation to their retirement. Employees need to give the NHS Pensions Agency a minimum of five months notice of their intention to retire and access their pension.

LEASE CAR INFORMATION:

The Trust operates a Lease Car policy, dependent on department facility, for those staff required to travel on Trust business in excess of 3,500 miles per year. If your department offers a 'business only' car, this can be provided at no cost and alongside managers discretion, or you can select a vehicle of your choice if you wish to have private use, and the appropriate charge will be made. Mileage will be paid at the Agenda for Change standard rate whilst waiting for delivery of your vehicle and, if you choose not to have a Lease Car, your business miles will be reimbursed at the rate of 24 pence per mile.

SOCIAL AND GENERAL:

The West Suffolk Hospital has two shops on site. Reasonably priced meals and snacks are available in the staff restaurant, and Courtyard Café. The hospital is sited in landscaped grounds and adjoins Hardwick Heath.

There is a swimming pool available to all staff at a subsidised rate, at the Moreton Hall Health Club. For further details, please refer to the Intranet.

The Trust has partnered with Abbeycroft Leisure to fund all staff free access to Abbeycroft Leisure centre activities; including Abbeycroft@home (live online and on demand group exercise classes) group exercise classes, gym and swim sessions, courts and pitches.

Abbeycroft@home offers live classes streamed every day, whilst the on-demand library of sessions are available to watch whenever you want. Classes include Zumba, clubbercise, Les Mills and much more.

CHILDCARE:

The Trust has an on-site Nursery, 'Busy Bees', accepting children from three months to five years. Enquiries can be made to the Manager by email to westsuffolk@busybees.com.