

**Volunteer Driving Service Co-Ordinator**

**Job Description**

**Job Title:** Volunteer Driving Service Co-Ordinator

**Responsible To:** Community Well-Being Manager

**Location:** Belfast Based with Some Travel

**Hours:** 35 Hours per Week

**Contract:**  Fixed-Term Contract for 2 Years Starting January 2022

**Salary:** £31,346 per Annum

**Overall Purpose of Post:**

The Volunteer Driving Service Co-Ordinator is responsible for the strategic oversight and management of Cancer Focus Northern Ireland’s (CFNI) Volunteer Driving Service (VDS).

This role involves the operational line management, development and support of volunteers, whilst also ensuring the experience of patients is captured in order to influence service provision.

The post holder will also be committed to the ongoing continuous improvement and development of the VDS through the scaling up and regionalisation of this essential service across the various Northern Ireland Trust areas.

**Key Responsibilities:**

**Service Management**

* To be responsible for the day-to-day management of the VDS.
* To foster and maintain friendly, professional and supportive working relationships with our volunteers and stakeholders.
* To provide a friendly and professional experience for patient bookings and enquiries.
* To work with CFNI’s Volunteer Co-Ordinators to manage drivers’ availability and specifications, as well as the patients’ needs.
* To keep accurate records of service provision, uptake and progression towards agreed performance targets.
* Liaising with CFNI’s Communications Department to increase the visibility of the service through social media outlets and capturing relevant case studies.
* To manage aspects of the VDS budget and ensure compliance with expenditure.
* To provide regular reports to line management.

**Service Development**

* To upscale and regionalise the VDS across all Northern Ireland Health Trusts replicating the successful service model established in 2 existing Trust areas.
* To establish strategic links and key points of contact within clinical settings across the 5 Health Trust localities.
* To establish and maintain referral pathways into the service for patients via identified health professionals.
* To market the VDS with relevant professional groups and target audiences.
* To lead on the recruitment of volunteers within the target Health Trust localities to ensure there is an adequate pool of volunteers to maintain smooth service provision.

**Volunteer Management**

* To work with the CFNI Volunteer Co-Ordinators to ensure the needs of our current volunteer base is met.
* To work with CFNI volunteers to create and implement a holistic volunteer development strategy.
* To plan and implement training when needed, incorporating appropriate resources.
* To develop and implement a regional volunteer recruitment programme to meet the demands of the VDS.
* To induct new volunteers in line with CFNI’s policies and procedures.
* To provide ongoing effective support and guidance to CFNI volunteers.
* To continually update volunteer records and input into the Raiser’s Edge NXT platform.

**Service Evaluation and Quality Assurance**

* To quality assure and maintain service standards and make recommendations to improve the quality of service provision.
* To ensure robust risk assessments and health and safety specifications are in place inclusive of evidence of necessary driver and vehicle requirements.
* To ensure Adult Safeguarding procedures are in place and reporting structures established.
* To review current evaluation tools to accurately assess the patient’s experience and develop processes to measure progress against service outcomes.
* To ensure that the patient’s voice is adequately heard and reflected in service provision through recommendations to enhance service user engagement and satisfaction.
* To support collection of case studies to ensure service users’ views help to inform future service provision and influence wider strategic objectives.
* To ensure volunteers are adequately supported and the service complies with good practice in terms of AccessNI checks, training and volunteer development.

**Securing Funding and Service Sustainability**

* To support the Community Well-Being Manager with the strategic development of the VDS, including increasing service provision and geographic expansion.
* To market the VDS work with relevant professional groups, funding organisations and target audiences.
* To assist with the sustainability of the VDS, including assisting with funding applications, assisting with tenders, liaising with procurers of services and assisting fundraising with approaches to corporate partners.
* To support the planning and development of the infrastructure of CFNI’s Community and Well-Being Services Team in line with increased services.

**General**

* To input into the wider work of the Volunteer Department.
* To attend and input into team meetings and cross departmental meetings where appropriate.
* This work will require some evening / weekend work.
* To undertake any other duties as may reasonably be required.



**Volunteer Driving Service Co-Ordinator**

Person Specification

The Person Specification shows essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Therefore, please address in completing the Application Form, each criterion listed in the specification, drawing upon all your experience, whether at work or on a voluntary basis.

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Experience** | * Two years’ experience of managing volunteers | * Experience of working in the voluntary sector * Experience of project management |
| **Qualifications** | * Educated to a degree level * Recognised qualification in the management of volunteers |  |
| **Skills** | * Excellent interpersonal skills with the ability to inspire trust and enthusiasm * Ability to manage a complex workload with competing priorities and to work independently * Ability to show initiative * Competent user of Microsoft packages, email and internet |  |
| **Personal Qualities** | * Enthusiasm, drive and commitment to continuous improvement |  |

All applicants will hold a full, current driving licence and have access to the use of a car or some other appropriate form of transport to carry out the duties of the post.

This Job Description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.