

Service User & Volunteer Engagement Co-ordinator

Job Title:	Service User & Volunteer Engagement Co-ordinator
Responsible To:	Director of Services
Location:	40-44 Eglantine Avenue, Belfast BT9 6DX
Hours:	35 per Week
Salary:	£30,151 - £32,020

Overall Purpose of Post

The Service User & Volunteer Engagement Co-Ordinator is responsible for the development of service user engagement & volunteer co-ordination across the organization. The role will ensure there is a robust data management strategy in place including the implementation of effective monitoring, evaluation and learning processes. The postholder will also facilitate the co-ordination of volunteers across the organisation.

The role involves ensuring the voice of service users is integrated into service provision and developing processes to enable this to happen such as the development of a service user engagement forum. Embedding a culture of service user involvement at all levels of the organization is also key.

The post holder will also contribute to service development and promoting good practice in service delivery, evaluation and quality assurance collaborating closely with Director of Services, SMT & CEO.

Key Responsibilities:

Service User Involvement

- Provide specialist information, guidance and support about service user involvement and leadership to staff who interface with service users across a range of services and departments.
- Work creatively with staff and service users to increase the range of engagement opportunities and integrate their lived experience into our service provision.
- Work with service users to identify gaps in service provision / capturing their lived experience to inform potential funding opportunities.
- Review, develop and maintain internal resources to support the development of good practice in service user involvement and leadership.

- Embed a culture of service user involvement across the organisation to reach more service users, learn from their experiences and enhance equality, diversity, and inclusion within the work of the team.

Monitoring, Evaluation and Learning

- To develop and support effective monitoring, evaluation and learning processes across services including assessing both quantitative and qualitative outcome measures across teams.
- To assist with the development of a case study model to ensure service user experience is captured effectively across services.
- To assist with ongoing and annual evaluation processes across services to maximise service user and carer influence. Coordinate and disseminate annual service user satisfaction surveys.
- To support the planning and development of the infrastructure of Cancer Focus services in line with service user inputs and views.
- To ensure evaluation processes align with funding requirements, where appropriate.

Quality Assurance and development

- To support the Director of Services in reviewing and developing Cancer Focus service user and volunteer policies and procedures to ensure the organisation adheres to current legislation, local and national policies and strategies and relevant governing body guidance.
- To quality assure and maintain service standards for services and make recommendations about quality improvement initiatives.
- To work alongside service managers to involve service users and carers in the design and co-production of new services, groups, and projects as appropriate.
- Promote good relations and practices towards different minority groups and ensure diversity across service user engagement is prioritised. Developing the use of various methods of communication and engagement to include 'hard to reach' groups is also a priority.

Data and Information Management

- Establish new procedures / reporting mechanisms / and processes for effective data collection & management that align with the requirements of the organisation.
- Gather evidence and insight of service users to inform and shape service provision and support fundraising and external communication needs.
- Collate and analyse statistics across the department to analyse trends, make recommendations and ensure maximum service user uptake of services.
- Work with service departments to ensure the compliance of data collection and retention in line with GDPR.

External Relationships

- To effectively build and develop key stakeholder relationships.
- To attend external meetings where appropriate as Cancer Focus lead for service user involvement and evaluation.
- To further existing partnership arrangements, and develop new partnership arrangements, with statutory, voluntary, and private organisations.

Volunteer Co-ordination

- To implement a volunteer recruitment strategy specifically to meet fundraising & communications volunteering needs (other departments such as services & retail have capacity to recruit volunteers directly).
- To oversee the volunteer database and ensure it is maintained effectively and an inventory of volunteer needs matching skills and abilities to projects; track and report on volunteer projects and hours contributed.
- To work with Cancer Focus NI department heads to develop volunteer job descriptions, orientation, training and evaluation programmes.
- To identify and develop new volunteer initiatives within the organization.
- To represent the service and promote its work both locally and to the wider community.
- To liaise, develop and maintain links with other agencies in the voluntary, private, and public sectors in order to raise awareness, promote volunteering and develop new initiatives.
- To develop a recognition system for volunteers.
- To keep up to date with good practice in volunteer management.
- To develop and implement policies, procedures, and relevant quality assurance systems.
- To ensure volunteers are adequately supported and the organisation complies with good practice in terms of Access NI checks, training, and volunteer development.
- To oversee the activity of the Sing for Life Choir and manage choir co-ordinator. To ensure opportunities are maximised for choir members to participate in other aspects of Cancer Focus NI activity, including referral into therapeutic support (where appropriate) and engaging members with an interest in policy / lobbying work (along with policy and communications colleagues).

General

- To work as part of a multidisciplinary team to support service users, and volunteers.
- To represent and promote Cancer Focus Northern Ireland and its objectives as required.
- To promote existing Cancer Focus services as appropriate.
- To carry out any other duties as may be required by Cancer Focus.

Service User & Volunteer Co-ordinator

The Personnel 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 in paid employment or on a voluntary basis.

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of working within the voluntary and community sector • Experience of working with volunteers and service users • Able to demonstrate experience of service evaluation and monitoring systems and procedures. • Experience of statistical analysis / data management & governance. 	<ul style="list-style-type: none"> • Experience of working in the health and social care sector • Experience of developing and providing training sessions and programmes • Experience of involving service users in programmes of work
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or suitable relevant experience. 	<ul style="list-style-type: none"> • Relevant Training Qualification • Relevant Management Qualification
Skills	<ul style="list-style-type: none"> • Strong leadership skills • Excellent interpersonal skills • Ability to manage a large workload with competing priorities. • Ability to show initiative. • Experience of facilitating groups • To be IT proficient including in the use of 	

	spreadsheets and databases.	
Personal Qualities	<ul style="list-style-type: none"> • Enthusiasm, drive and commitment to continuous improvement • Ability to work collaboratively as part of multi-disciplinary team. 	

Applicants will hold a full, current driving license 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.

This post may require occasional evening or weekend work and will require an element of flexible working.

If you would like to apply for this role, please submit an up-to-date copy of your CV to: hadmin@cancerfocusni.org before the closing date/time of **12 noon, Friday 9th June 2023.**