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# Welcome

**Dear Candidate,**

Thank you for your interest in the Volunteer Manager post at West London. This candidate pack contains all you need to apply for the post.

West London has an ambition to become a beacon of excellence for volunteering to enable volunteers to complement and enhance the services we provide to both patients and our staff.

The Volunteer Service will be a new service for our Trust and this is a new role, providing the opportunity for the right candidate, to really make a difference and shape and establish a new and valuable service.

We are looking for an enthusiastic and committed individual to develop our volunteer strategy and build this service with an aim of launching our first Volunteer scheme in the late spring of 2021.

The Volunteer Manager will be responsible for developing strategy, promoting, co-ordinating and supporting volunteers across the Trust. This includes the selection and recruitment of volunteers, arranging volunteer placements, induction and relevant training and ensuring appropriate supervision and support of volunteers.

We are looking for someone with excellent organisational and administrative skills and be able to demonstrate good communication skills with a wide range of people. You will have knowledge and understanding of volunteering in the NHS and the benefits that volunteering can bring, not only to the patients, families and visitors but also to the staff and to the volunteer themselves.

You will have experience of managing people, as you will be supported by a volunteer co-ordinator, who you will recruit as part of the establishment of your service.

Thank you for your interest this role and I wish you every success with your application.

Yours sincerely

Ali Webster  
Deputy Director of Organisational Development

# About West London NHS Trust

West London Trust is one of the most diverse providers of physical and mental health care in the UK and our staff are dedicated to improving lives through the wide range of services we offer.

Our purpose is to help people to recover from mental and physical illness and to find new and better treatments that allow people to lead full and productive lives. Our ambition is to be the best organisation of our type in the UK.

We provide a full range of mental health, physical healthcare and community services for children, adults and older people living in the London boroughs of Ealing, Hammersmith & Fulham and Hounslow.

We also provide some specialist services that are commissioned regionally, such as our medium secure services; and nationally, such as the Cassel Hospital for people with complex and severe personality disorder and our high secure services at Broadmoor Hospital.

We care for around 100,000 people each year, serve a local population of 800,000 residents and employ 3,700 staff.

# Our Trust Values

**Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

**Responsibility:** Ensure when we say we’re going to do something, we do it. We don’t leave it to someone else to do. Our service users are responsible for engaging in their treatment.

**Excellence:** Ensure we strive for excellence in everything we do. ‘Good enough’ is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

**Caring:** Ensure caring means more than showing compassion to our service users and each other. It’s also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it’s due.

# Job Description

**Post Title:** Volunteer Services Manager

**Department**: Workforce & OD

**Responsible to:** Deputy Director of OD

**Accountable to:** Director of Workforce & OD

**Key Relationships:** Director of Workforce and OD, Director of Nursing, Deputy Director of Business & Strategy, Matrons, Service Managers, Estates and Facilities, Infection Control Team, Trust Clinical Governance , PALS, Other clinical and managerial staff, patients, public, other external volunteer organisations and all volunteers.

**Grade**: Band 7

**Job Summary**

* This post provides the leadership and strategic management of the Volunteer Service across the Trust
* This role will develop and implement the strategic direction of the Volunteer Service within the Trust and will design and implement the strategic plan
* This post will provide the visible leadership and day to day management of the Volunteers’ Service. Provide management and leadership to all volunteers within the Trust’s Volunteer schemes
* Support and advise Trust HR Department. on all aspects and methods of volunteer involvement
* Maintain established processes to ensure that all volunteers coming to the Trust undergo the required standards of pre-placement checks
* Develop strong working relationships with Trust departments, external agencies/organisations both in the voluntary and public sectors
* Liaise with the Communications Team to co-ordinate publicity relating to voluntary services within the Trust and ensure that the scheme is positively promoted
* Interpret and implement statutory legislation for safeguarding across the Trust for volunteers

**Managerial & Leadership**

* To develop, promote, organise and manage the West London Volunteer Hub across the organisation.
* To establish and develop effective policies for the utilisation of volunteers.
* To recruit, train and place volunteers throughout the Trust.
* To promote the volunteer programme through the use of local media, further educations providers, voluntary organisations, Community groups and local business with the view to recruitment and development of volunteers.
* To keep abreast of development trends in the field of volunteering and maintain links with other NHS Volunteer coordinators, external volunteer organisations and volunteer manager’s peer groups.
* Identify how volunteers can contribute to strategic Trust goals
* Work with Trust colleagues in service modernisation/ transformation
* Incrementally increase numbers of volunteers across all Trust sites
* Demonstrate advanced communication skills across different mediums and different audiences from SMT or Director and in public forums such as social media.
* To assure all work undertaken by the volunteers is underpinned by the core values of the Trust and adhere to the volunteers code of conduct.
* Provide leadership and management for the Volunteers’ Hub across the Trust in all departments
* To ensure that volunteers are co-ordinated throughout the Trust in appropriate areas and have a positive attitude.
* Develop and implement the strategic plan for the Volunteer Hub and develop the future potential of the Volunteers’ Hub in line with the NWL agenda
* To provide an advocacy and mediation role to volunteers and staff
* Contribute to the delivery of the organisation’s objectives including a balanced budget
* Develop a positive unit culture where staff and patients alike are treated with respect and dignity, where nothing is too much trouble and people feel truly valued and cared for
* Adherence to, and awareness of, governance structures utilising the appropriate risk management mechanisms and investigation methods where necessary
* To work with the Trust team to identify opportunities for volunteers to contribute to the delivery of specific projects and services.
* To agree the volunteer role and responsibilities within the Trust and specific projects. Communicate the role amongst the Trust employees.
* To be responsible for the overall direction of and management of the volunteers. Arrange work rosters for the volunteers in departments to support clinical activities in accordance with the needs of each department.
* To ensure that all volunteers are fully conversant with the conditions and rules of the Trust and NHS.
* To develop with key stakeholders and embed standard operating standards for volunteers across the trust.
* To provide individual and group support for volunteers on a regular basis throughout the year.
* To ensure compliance with Health and Safety procedures for volunteers
* To maintain appropriate information and recording systems relating to the Trust Volunteer programme. To maintain and up to date and accurate database of volunteers working in the Trust.
* To liaise effectively with Service Managers/Ward Managers and or specific project staff to assist the development of the Trusts Volunteer programme.
* To review current systems and if necessary establish effective systems to enable the Volunteer programme to function effectively and ensure that monitoring and evaluation is appropriate and robust.
* To represent the Volunteer Hub at meetings within the Trust.
* To ensure that agreed standards, specific project outcomes and targets are achieved in-line with the Trusts aims and objectives.
* To understand that working in a developing environment you will be required to undertake appropriate duties and projects as required for the effective operation of the Trust for the benefit of patients, carers and their families.
* To be committed to equal opportunity principles and to comply with trust policies and procedures relating to equal opportunities.
* The post holder will be required to liaise and work with external volunteering organisations to support and recruit volunteers within the Trust.
* To participate in Personal development, to use all relevant learning opportunities and share knowledge with key stakeholders.
* To ensure compliance with all relevant regulations and manage associated risk.
* Ensure that all legislative requirements are met and known to staff and volunteers
* Develop or update policies and procedures as necessary
* Ensure delivery of volunteering and voluntary services objectives aligned trust strategic priorities

**Resource Management**

* Support the West London Charity with the fundraising strategy
* Ensure that all community and charity fundraising is conducted in accordance with current legislation and best practice
* Develop and oversee updates and general communication with volunteers to keep them well informed and engaged, including regular volunteering meetings and newsletters
* Identify potential sources of funding facilities development of voluntary activity within the Trust and between the Trust and external agencies
* Identify and research potential funding opportunities
* Identify and source relevant training courses for volunteers, ensuring that all volunteers are up to date with mandatory and statutory training requirements
* Lead responsibility for the selection and recruitment of volunteers, ensuring that appropriate standards are maintained and that safety of patients is also maintained
* Maintain register of volunteers detailing activity and roles
* Work always to ensure the welfare of volunteers and provide assistance to individuals in skills acquisition enabling future employment within the NHS
* Database – source, implement and maintain comprehensive database to record volunteer information, including DBS, training etc.

**Patient/Client Feedback**

* Develop staff communication skills, enabling them to be pro-active in the management of complaints, anticipating potential complaints in order that they can be dealt with appropriately
* Ensure effective systems are in place to gain patient/client and carers’ feedback on their experience of care, celebrating the compliments received, acting on development areas as identified
* Should formal complaints occur, ensure these are answered in a timely and accurate manner as per the relevant policies. Involve staff in the complaint investigation, response and development of the action plan (where appropriate)
* Where appropriate, learn from complaints and make service changes to prevent further complaints from occurring, thus enhancing the standards of care offered to patients
* The post holder will put in place appropriate measures that effectively monitor the service, to ensure that volunteer involvement is of a high quality, and that it contributes positively to service quality and outcomes, the experience of patients, service users, their families and carers.
* The post holder will fully observe and support the Equality and Diversity policy of the Trust, in order to encourage and enable a diverse range of people to volunteer, understanding the importance of diversity within volunteer recruitment.

**Education & Development**

* Ensure that appropriate training is identified, developed and implemented to support safe practice for volunteers, across Trust services
* Ensure all volunteer staff adhere to Trust mandatory and Role Specific Training at 85% compliance
* Ensure all staff comply with the Disclosure and Barring Service (DBS)

**Governance**

* Implement and manage clear governance structure for volunteers across the Trust
* Ensure compliance with policies, procedures and guidelines for self and others, participate in the development of same
* Work with Managers and Heads of Department to identify expert patients as volunteers
* Work with Managers and Heads of Department to establish departmental requirements and design of volunteer roles
* Ensure that volunteers work to an agreed standard and that issues relating to capability or performance are dealt with sensitively and effectively
* Provide advice and information to other public sector organisations regarding the development of voluntary services and their contribution to health and social care.
* Promote equality in all services and volunteer activity
* The post holder will be responsible for ensuring regular audit is undertaken within the Volunteers Service.

**Human Resources**

* To be responsible for the line management of staff in line with the organisational structures.
* To lead on ensuring appropriate line management and supervision arrangements are in place for all staff
* To ensure that appropriate recruitment, selection and performance management of staff takes place. To ensure appropriate usage of temporary staff and management of cost.
* To ensure strategies and processes are in place for the management of sickness absence within agreed targets and ensure accurate records are kept in relevant service areas.

**General**

* The post holder may be required to work at any of the Trust’s sites in line with the service needs.
* The post holder must at all times carry out his/her responsibilities with due regard to the Trust’s Equal Opportunities Policy.
* This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
* All staff has a responsibility to participate in the Trust’s Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

# Person Specification

|  |  |  |
| --- | --- | --- |
| **Specification**  **Criteria** | **Essential** | **Desirable** |
| Qualifications  And Training | * Educated to Degree level in a relevant subject, or equivalent experience or qualification * Knowledge of Microsoft office package including advanced excel | * Project Management qualification * Additional specialist knowledge acquired through post graduate diploma level or equivalent in a relevant field |
| Experience &  Knowledge | * Experience of working within a voluntary/ charity organisation * Able to demonstrate excellent knowledge of voluntary standards used to assess an NHS Trust * Ability to manage difficult or complex situations effectively and to work under pressure * Experience of developing and leading improvement projects * Experience of managing a team, and communicating with key stakeholders both internally and externally * Excellent interpersonal and organisational skills with the ability to communicate effectively * Ability to influence both verbally and in writing at all levels including senior management * Experience of analysing complex data and presenting in a user friendly format * Ability to deliver presentations at all levels including external stakeholders * A proven record of previous admin experience * Delivering training | * Knowledge and experience of working within the NHS * Aware of recruitment best practice * Understanding of HR processes to aid in the management of the Volunteer Hub |
| Skills & Abilities | * Excellent working knowledge of Microsoft Office packages i.e. Outlook, Word, Excel. * Able to demonstrate highly developed communication skills including negotiation and persuasion skills. * Able to display attention to detail. * Maintaining electronic and manual databases and where not effective suggest and implement changes for improvement. * Able to recommend and implement more effective working practices. * Able to problem solve. * Able to manage multiple tasks and work to deadlines. * Understands the importance of record keeping and providing audit trails. |  |
| Personal  Attributes | * Willingness to seek and find new solutions to problems and propose change * Willingness to assist and support colleagues and volunteers * Meticulous attention to detail * Self-motivated. Ability to work to tight deadlines. Flexible and adaptable. * Good telephone manner, customer focused approach * Positive attitude * Team player with aptitude for working with and supporting others | . |
| Other Requirements | * Ability to travel routinely within Greater London and to travel Broadmoor or other Trust sites, as required, for the role. |  |

# How to Apply

Applications should be submitted made via TRAC:

**Closing Date:** 12th January 2021

**Shortlisting:** 13th January 2021

**Interviews:** 21st January 2021

For more information and an informal chat please contact:

Ali Webster – Deputy Director of Organisational Development via email:-

[Alison.Webster@westlondon.nhs.uk](mailto:Alison.Webster@westlondon.nhs.uk)

# Main terms and conditions

|  |  |
| --- | --- |
| Salary | £38,890 - £44,503 pa plus HCAS |
| Grade | 7 |
| Base | Trust HQ, 1 Armstrong Way, Southall, Ealing, UB2 4SD |
| Hours | 37.5 hours |
| Notice period | 12 weeks |

**General**

The post holder may be required to work at any of the Trust’s sites in line with the service needs. The post holder must at all times carry out his/her responsibilities with due regard to the Trust’s Equal Opportunities Policy. All staff has a responsibility to participate in the Trust’s Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

**Confidentiality**The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 1998, the Caldicott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

**Data Protection Act**All staff who contribute to patients’ care records are expected to be familiar with, and adhere to, the Trust’s Standards of Records Keeping. Staff should be aware that patients’ care records throughout the Trust will be subject to regular audit.

All staff who have access to patients’ care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust’s Code of Confidentiality.

All staff have an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

**Continuous Improvement**The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users. All employees are required to participate in the annual Performance Appraisal Scheme and contribute to their own personal development and the development of any staff that they are responsible for appraising.

**Systems and IT skills requirements**All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

**Health & safety**All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work including, where relevant, capability to successfully complete PMVA training.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

**Professional registration**

* 1. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body’s code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
  2. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
  3. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
  4. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore, throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

**Risk management**All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

**Infection Control**All Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

**Financial Regulations**All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

**Safeguarding & Duty of Candour**All staff must be familiar with and adhere to the Trust’s safeguarding procedures and guidelines.

All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

**Standards of Business Conduct**The post holder will be required to comply with the Trust’s Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust, with colleagues and all those who **have dealing with the Trust including patients, relatives and suppliers.**

**Valuing Equality, Diversity and Inclusion**

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

All employees have responsibility to ensure their practice adheres with both legislation and policies. West London Mental Health Trust and its staff have legal duties under the Human Rights Act 1998. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

**No smoking policy**There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

**Waste disposal**All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy