

Job Description

Job Title:	Public Participation Team Facilitator (Maternity Cover)
Base:	Royal Shrewsbury Hospital
Department:	Public Participation Team
Managerially Responsible to:	Public Participation Team Programme Manager
Professionally Accountable to:	Public Participation Team Programme Manager
Band:	Band 4 (subject to Agenda for Change)

Post Purpose/Summary

The post holder will be required to support the overall Trust's public participation activities as well as the Trust's specialist volunteer projects. The role is primarily based at the Royal Shrewsbury Hospital but the post holder will work across both sites and will be required to regularly deliver support at the Princess Royal Hospital. The post holder will support the delivery of the Public Participation Team's objectives and the Trust's volunteer projects encompassing the recruiting, training and supervision of the 300 volunteers supporting our hospitals. The maternity cover is expected to be between 01/03/2022 and 31/09/2023.

Occasionally the post holder may need to work evenings and weekends to support events the Trust organise and attend.

Main duties are as follows:

- Providing administration support to the Volunteer Team and the wider Public Participation Team, this includes dealing with telephone calls, arranging appointments, responding to e-mails and mail.
- Providing support to the Public Participation department to organise and attend events
- To support the trust in meet their statutory obligations under Section 242 of the NHS Act 2006 to involve patients, carers and the public in decision-making and service planning.
- To support Trust staff from different departments to undertake engagement and volunteer activity for example surveys, pop up events etc.
- Processing new volunteer applications and interviewing potential volunteers.
- Inducting new volunteers into their roles ensuring they are guided and managed whilst on their placement effectively.
- Deliver training to volunteers and ensuring all training requirements are met
- Provide supervision and support to Volunteers to ensure it is a rewarding experience for them and beneficial to the Trust.

- Providing support to the Public Participation Department to organise and attend events.
- To support Trust staff from different departments to undertake engagement and volunteer activity for example surveys, pop up events etc.
- To act as a contact point for potential volunteers, volunteers and areas providing and looking to provide volunteer placements.
- To network and liaise with third sector and voluntary organisations.
- Maintain the volunteer database

The post holder should be able to work alone or as part of a team and be able to organise and prioritise their workload accordingly.

Organisational Position

See attached structure.

Key Skills, Responsibilities and Tasks

Communications

Ensure effective communication systems are in place and used appropriately.

To build collaborative relationships with volunteers and Trust staff that will promote volunteering services and awareness and understanding of volunteering within the Trust.

To support and create and maintain an environment that positively encourages the active involvement of volunteers within the Trust

To work with the Trust communications team to develop initiatives that raise awareness around key events and messages which relate to volunteering

To present learning through the delivery of training and in formal & informal meetings

To provide advice, support and information to volunteers and staff about volunteering

To ensure the diverse needs of our volunteers are considered and supported, to ensure that as many individuals are enabled to volunteer within the organisation.

To adhere to all professional and Trust policies including the reporting of Trust incidents, complaints procedure and information governance and ensure that volunteers are aware of Trust policy and procedures whilst volunteering.

The post holder will at times have extensive communications with external stakeholders (for example) members of the public, volunteers, local businesses: some of the information is complex and sensitive.

Adhere to the Lone Working policy.

To provide and receive information to find solutions to barriers of understanding in presenting information to volunteer management groups, volunteer project team, clinical centres and other stakeholders.

To present accurate information in a variety of formats using effective verbal and written skills.

To vary communication style to match the audience and negotiate as required.

The postholder will liaise with a range of external organisations in carrying out duties; presenting accurate, relevant and effective information and representing the Trust in a professional and responsible manner.

Analysis

To understand dept and project deliverables and objectives and to act on own initiative in the development of supporting action plans relating to volunteer placement, management and their deliverables.

To use own judgement and seek advice when appropriate in all areas of practice and decision making.

To demonstrate sound skills and ability to make decisions, whilst always aiming to promote the involvement of Trust staff, volunteers and the public.

To provide advice, support and information to volunteers, colleagues and external partners.

To provide supervision and support to volunteers

To be able to analyse existing volunteer service delivery and support the appropriate processes to improve the volunteer programme within the Trust.

To be able to analyse data resulting from audits/research and be able to extract and present, appropriate and meaningful information.

Planning and Organisation

Ability to plan / organise a range of interventions, meetings and developments within the service area and in partnership with external agencies to ensure the delivery and development of the volunteer service.

Work flexibly to meet the needs of the role, ensuring safe and timely delivery

The post holder will be responsible for own time and workload management under the supervision of the Volunteer Project Manager.

The post holder will have the ability to work independently to support the co-ordination of an effective volunteer service delivering quantifiable benefit

Will cover and support department members during times of annual leave or unexpected leave of absence.

To use professional judgment and exercise accountability in all aspects of practice.

To be responsible for prioritising own workload and supporting the delivery of the volunteer programme, ensuring the pace of change is maintained and deliverables achieved.

Where appropriate organise co-ordination of volunteers for specific roles and services e.g. Young Person volunteer rota's.

Human Resources

To participate in the recruitment, induction and training of new and existing volunteers to specific roles.

To act as a positive role model and leader within the Public Participation Team.

Lead and develop training for volunteers, including identifying any training gaps for new or existing volunteers.

Ensure that all volunteers have a trust and local induction, and ensure delivery of the volunteer Trust induction to all new volunteers.

The post holder will ensure that all potential volunteers have the necessary recruitment checks e.g. DBS, Occupational health clearance, prior to starting their placement.

The post holder will ensure that all recruitment checks are up to date (e.g. DBS every 3 years).

The post holder will support the recruitment and supervision of volunteers, including when appropriate the ending of volunteer placements and conducting exit interviews as appropriate.

The post holder will provide support and problem solve any queries/issues raised by volunteers or Trust staff regarding volunteering placement.

The post holder will support the development and implementation of new volunteer roles within the Trust.

Financial

Must be able to identify opportunities and support the development of plans for the cost efficient / cost effective use of resources for this project.

The post holder will be required to fully understand the cost implications of the volunteer programme and aim to maximise the return the Trust invests in the volunteer service.

Ensure that volunteers who are claiming expenses are adhering to the volunteer policy on reclaiming expenses e.g. mileage and expenses claims. The post holder will share the responsibility for checking all volunteer expense claims that are submitted by volunteers.

To ensure policies and procedures are followed and implemented relating to the management of financial and physical resources

To contribute to the maintenance of the physical resources and environment within the trust through effective resource management and reporting through defined channels.

Research and Development

To be able to use a range of research sources such as journals, library resources and the internet and to use information, research and development activities and clinical evidence as an enabler of change.

The postholder will be required to plan, organise and implement audits in relation to volunteer management and placement and present this information within reports and presentations to a range of stakeholders.

The volunteer service reports on a number of key indicators to measure impact. The post holder will support the reporting and setting up these measurables, analysing and reporting upon them.

Information Resources

Support the co-ordination, collection, analysis and presentation of appropriate quantitative and qualitative data so that the volunteer service at SaTH can be measured against set parameters for success, as outlined by the volunteer service annual plan.

To add to and provide regular updates regarding the delivery of the volunteer service and update the management team on any risks that affect the delivery of the service.

To facilitate and take notes of meetings and including action plans to support the delivery of the service.

Maintains the Volunteer database on Better Impact and when required extract the necessary information required for reports.

Systems and Technology

To use existing programme systems and methodologies to support monitoring of deliverables, milestones and evaluation. The post holder should be active on the forums and attend webinars which provide support, promote and provides training for volunteer schemes within the NHS for example Helpforce forums, and NHSE, NHS CT webinars

Will be required to regularly use the full range of Microsoft Office software, with additional requirement to be able to use and input volunteer information onto Better Impact.

The post holder will be required to use the following competently and accurately:

Software packages

- Microsoft Office Suite: Word, Excel, Access, Powerpoint, Outlook, Publisher,
- Membership database
- Volunteers database

To support the engagement facilitator by updating volunteering pages on the Trust's website and ensure the public and volunteer information is up to date and accurate (including supporting literature such as the volunteer handbooks etc).

Freedom to Information Act

To work under own initiative.

To identify and monitor risks in delivering the volunteer service and should escalate issues when appropriate.

The postholder must be able to represent the Trust when dealing with external partners, other healthcare providers, volunteers, customers, the public and patient groups.

Physical, Mental and Emotional demands of the post

The role will involve a combination of sitting, standing and walking with some additional physical activity required in some circumstances. There will be a frequent requirement for prolonged periods of use of a VDU, e.g. for the regular production of reports and processing volunteering applications, and a requirement for close attention to detail requiring periods of

extended concentration. There will be occasional exposure to emotional/distressing circumstances when dealing with volunteer issues and supporting volunteers within clinical areas.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

- All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff;
- All staff must maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- Any breach of infection control policies is a serious matter which may result in disciplinary action;
- All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Equal Opportunities

You are required to comply with and maintain awareness of the Trust's Policies relating to Equal Opportunities.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

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Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

Other

To undertake any other such duties that may be agreed within the potholder's level of competence.

Contribute to corporate management groups and corporate strategy as requested by your line manager

To ensure all Trust policies and procedures are adhered to and make recommendations on their amendments where necessary.

This job description is a summary of the main responsibilities of the post holder and is not intended to be an exhaustive list of duties to be undertaken. The duties will change and develop in line with organisational needs.

Job Description Agreement

Manager Name

Post holder

Signature

Signature

Date

Date