



## VOLUNTEER FACILITATOR

### INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.





# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



# OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

# OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	<b>Volunteer Facilitator</b>
<b>Band</b>	<b>5</b>
<b>Directorate</b>	<b>Corporate</b>
<b>Accountable to</b>	<b>Head of Public Participation</b>
<b>DBS Required?</b>	<b>No</b>

## JOB OVERVIEW

The Shrewsbury and Telford Hospital NHS Trust has a valued, skilled and passionate team of volunteers across the Trust. We have an exciting opportunity to join the volunteer team and support the operation of our volunteer services. You will be led by our Volunteer Service Manager to co-ordinate all our volunteers through their volunteer journey – from the recruitment to supporting volunteers in their placement.

The role is primarily based at the William Farr House, Shrewsbury but the post holder will work across both sites and will be required to regularly deliver support at the Princess Royal Hospital and the Royal Shrewsbury 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 support of the 300 volunteers supporting our hospitals.

The post holder will be a team player with excellent communication skills with the ability to communicate with a range of different people. This is a very busy role, the capability to prioritise work, plan and implement new projects and ideas is essential. The post holder will develop ideas to expand volunteering opportunities across the Trust and work with external organisations to enhance recruitment whilst ensuring our robust governance procedures are adhered to.

Occasionally the post holder will need to work evenings and weekends to support events.

We are excited to welcome someone with the passion, energy, and enthusiasm to embrace this opportunity to make a real impact for our patients through our volunteer service.

## **Main Duties and Responsibilities**

- Work closely with the Volunteer Service manager to ensure the safe recruitment, screening, placement and retention of inclusive volunteers and ensure remuneration of out of pocket expenses in accordance with Trust policies and procedures.
- Develop, ongoing training and support programme for SaTH volunteers in their areas of work, ensuring the appropriate mandatory training is completed. Maintain accurate training records including details of placement area programmes.
- Work with the Volunteer Service Manager to develop volunteering recruitment campaigns, publicity information, supported by the Comms. Encourage active interest in voluntary work within the Trust, ensuring that opportunities are available for all, reflecting the diverse local community.
- Work with the Volunteer Services team to fully utilise all the functions offered by our Better Impact database to offer a simplified and seamless recruitment and management process.
- Produce weekly email updates for all volunteers; ensuring volunteers are kept informed of hospital and volunteering news and developments.
- To be the first contact for volunteers, and enquires about volunteering, at the Trust. Maintaining and developing working relationships and networks.
- Advise and guide staff on volunteering roles with teams and directorates and work with colleagues to develop services which volunteers may provide.
- Work alongside services, teams and directorates to ensure mentoring and support is in place for volunteers in their roles. To ensure hours worked within placements are appropriate and that volunteers operate within agreed boundaries.
- Oversee placements of volunteers, working with volunteers and wards/departments to 'match' volunteers to placements. Ensure that each service where volunteers are placed provide the necessary orientation, checks, personal protective equipment (PPE), mentoring, supervision, remuneration of out-of-pocket expenses and support to volunteers.
- Regularly review volunteer placements with the service where placed/ with their mentor to ensure any changes needing to be made are actioned in a timely way.
- Support services to resolve any issues that arise relating to volunteering services.
- To support the Volunteer Service Manager, organise appropriate recognition is given for volunteers and the services they provide.



- Anticipate and resolve any queries or issues that arise with the volunteer workforce/ placement areas, encourage volunteers and where necessary support a positive exit from volunteering i.e. suggest alternative volunteering opportunities.
- Grow and develop the SaTH Volunteering Services Programme to increase in take up of volunteering.
- The postholder is expected to cover the duties of colleagues in posts of the same pay band or lower and within the range of the postholder's knowledge and skills.

## **Communication and relationship skills**

- Provide and receive complex information; persuasive, motivational, negotiating, training skills are required.
- Ability to work effectively with a range of internal and external stakeholders.
- Strong interpersonal skills, with knowledge and understanding of professional / personal boundaries, confidentiality, and safeguarding procedures.
- Experience of working with people from a range of backgrounds.
- Effective written and verbal communication skills, with ability to communicate with people from a range of backgrounds.
- Ability to develop meaningful relationships and partnerships at pace and liaise with members of the public, within boundaries of volunteering role.
- Liaise with volunteers, staff and partners across organisational boundaries.
- Ability to communicate and facilitate meetings with volunteers (e.g. Volunteer to Career sessions, Volunteer coffee and catch up)
- Excellent communication skills utilising a variety of formats, such as face-to-face, Microsoft Teams, email, phone, written materials and report writing skills.

## **Analytical and judgment skills**

- Assessment and placement of volunteers.
- Knowledge of volunteer retention approaches, with experience in coordinating and managing volunteer activities
- Ability to analyse and generate reporting data for groups and committees.
- Ensure voluntary roles are safe and risk-assessed according to Trust policies and procedures.

## **Planning and organisational skills**

- Grow and develop the SaTH Volunteering Services Programme to increase in take up of volunteering.
- Support the Head of Public Participation to deliver feedback events to ensure the volunteer perspective is reflected as part of involvement and improvement projects and programmes.
- Support the development and implementation of new volunteering projects to ensure the prominence of opportunities are developed in partnership with services across SaTH and with external partners.

- Ability to prioritise workload own workload in a methodical and proactive way to identify where targets may not be achieved and put a plan in to ensure targets are met.
- Maintaining accountability for delivering against agreed deadlines, priorities and targets.
- Organise a wide range of meetings, workshops, training and joint projects.
- Demonstrate a flexible approach, responding to a rapidly changing environment with the ability to work under pressure to achieve competing priorities.

### **Physical skills**

- Experience of using Microsoft Office packages.
- Standard keyboard skills.
- Regular travel across SaTH sites and community venues.
- Advanced use of IT packages
- Experience or knowledge of using databases to record volunteering information
- Maintains the Volunteer database on Better Impact and when required extract the necessary information required for reports.
- Ability to manipulate data

### **Responsibilities for direct/indirect patient care**

- Assists patients during incidental contact.
- Gives occasional assistance to patients when necessary.

### **Responsibilities for policy and service development implementation**

- Responsible for policy implementation, for policy and service development.
- Responsible for contributing to the development of voluntary services and for Voluntary Services policies, which impact across the Trust.
- Grow and develop the SaTH Volunteering Services Programme to increase in take up of volunteering.
- Support the Volunteer Service Manager in developing, implement, review and update policies and procedures relating to Volunteering Services.
- Link with external organisations who provide volunteer support to SaTH to ensure their volunteers work within our policies and processes and have had all the relevant recruitment checks and training.
- Support the development and implementation of new roles and volunteering opportunities within the Trust, this may including working on projects in which we have received external funding for.

### **Responsibilities for financial and physical resources**

- Responsible for purchase of some supplies in agreement with manager.
- Verifies expenses.
- Responsible for the purchases goods and equipment as agreed with line manager.
- When overseeing a volunteer project that has external funding, the post holder will be responsible for ensuring that the project is delivered within budget.



## **Responsibilities for human resources (including training)**

- The post holder will be responsible for own time and workload management under the supervision of the Volunteer Service Manager.
- The post holder will have the ability to work independently to support the co-ordination of an effective volunteer service delivering quantifiable benefit
- Develop ongoing training and support programme for SaTH volunteers in their areas of work, ensuring the appropriate mandatory training is completed. Maintain accurate training records including details of placement area programmes.
- Oversee placements of volunteers, working with services and 'match' volunteers to placements. Ensure that each service where volunteers are placed provide the necessary orientation, checks, personal protective equipment (PPE), mentoring, supervision and support to volunteers.
- Regularly review volunteer placements with the service where placed/ with their mentor to ensure any changes needing to be made are actioned in a timely way.
- Provide support to other member of the volunteer team

## **Responsibilities for information resources (including systems access)**

- Weekly requirement to use computer software to develop and create reports, documents,
- Responsible for regularly maintaining volunteering information systems, significant job responsibility
- Create posters, leaflets, newsletters and reports using computer software/ maintains volunteer database.
- Maintain accurate recruitment and training records including details of placement area programmes for all SaTH volunteers and services where placed.
- Produce reports regarding the performance of volunteering services serving as updates to a range of different audiences.

## **Responsibilities for research and development**

- Support the regularly review effectiveness of volunteering services through audits, surveys, interviews of volunteers, staff, patients and members of the public who have interacted with SaTH volunteering services.
- Surveys and feedback to be gained from volunteers.
- Monthly liaison with services where volunteers have been placed/ matched to enable effective review of service and support in place

## **Freedom to Act**

- Work in accordance with SaTH policies and regulatory frameworks.

- Maintain confidentiality of all information used by the department in accordance with Trust Policies, ensuring compliance with the Data Protection Act and current Health Service regulations.
- Work autonomously, without supervision using own initiative, creativity and innovation to problem solve.

### **Physical effort**

- Combination of sitting, standing, walking with little requirement for physical effort.
- Light physical effort for short periods, using laptop, telephone and interviewing potential volunteers.
- Carry, assemble and disassemble promotional equipment e.g. Screens, stands, projectors, laptop.
- Carrying laptop and occasional carrying of other work related items, PowerPoint visual aids and files.

### **Mental effort**

- Frequent concentration, work pattern reasonably predictable;
- Prolonged concentration required when interviewing, producing reports, attending meetings, analysing statistics, training/ frequent interruptions to deal with service issues; prolonged concentration for e.g. assisting volunteers to complete benefit forms.
- Extended periods of concentration for meetings, forums and discussions, to mediate and problem-solve issues with volunteers.
- Prone to interruptions from telephone enquiries, volunteers, staff, and general public with regard to the broadest range of volunteering and unrelated topics because of the high profile of voluntary services and projects.

### **Emotional effort**

- Occasional direct exposure to distressing or emotional situations that arise with volunteers supported by SaTH.
- Self-directed, independent working but with support from Manager and wider team.
- From time to time the post holder may be approached to engage in a sensitive, challenging or contentious conversation. Whilst the expectation will be to escalate any serious concerns to the Volunteer Service Manager, this role will be the first point of contact for many volunteers and staff.
- Ensuring volunteers are supported in their placements, particularly where a volunteering task exposes them to emotional demands or they have high support needs themselves.
- Contact with patients is incidental.

### **Working conditions**

- Exposure to unpleasant working conditions is rare.
- Standard office working conditions.
- VDU use
- Ability to use technology to reduce travel
- Ability to travel countywide where required

- Flexible hours predicted by the needs of the service e.g. evening and weekend working when required





## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Specialist knowledge across the range of work procedures and practices underpinned by theoretical knowledge or relevant practical experience.</li> <li>Knowledge of voluntary services and relevant legislation to degree or equivalent level plus management knowledge and experience.</li> <li>Evidence of continued personal and professional development.</li> </ul>	<ul style="list-style-type: none"> <li>Qualifications in project management e.g. PRINCE 2</li> </ul>

# EXPERIENCE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Experience of supporting or training individuals or groups of people to develop their skills.</li> <li>Experience of working with and developing administrative procedures and processes.</li> <li>Experience of developing and delivering tailored training workshops and presentations for groups of volunteers and to all levels of staff.</li> <li>Knowledge of volunteering and its mutual benefits to those that volunteer and the organisation</li> <li>Excellent interpersonal, organisational and influencing skills with the ability to work with multiple stakeholders at all levels including staff, volunteers, members of the public and patients</li> <li>Competent with Microsoft Office 365 and additional everyday IT packages (email, spreadsheets, reporting templates).</li> </ul>	

# SKILLS AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• A good knowledge of regulations in relation to volunteering procedures, the complexities of volunteer recruitment, support and management.</li> <li>• Knowledge of confidentiality and data protection legislation and is able to use discretion where necessary</li> <li>• Able to accurately manage and maintain the volunteer management database (Better Impact)</li> <li>• Excellent communication skills – ability to liaise with staff at all levels being able to negotiate and influence.</li> <li>• Being enthusiastic and able to motivate others in time/need of change.</li> <li>• Problem-solving approach, creative and innovative.</li> <li>• Ability to make sound judgements when prioritising tasks and knowing when to refer.</li> <li>• Good organisational skills – able to manage busy workload, prioritise work and have a good attention to detail.</li> <li>• Flexible attitude, adaptable, resourceful, enthusiastic.</li> </ul>	



## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Ability to travel across the health community</li><li>• Access to car to meet the travel requirements of the post</li><li>• Ability to manoeuvre and set up training equipment in varied locations</li><li>• Flexibility in working hours, must be able and willing to occasionally attend meetings outside of normal working hours – may need to work evenings and weekends on occasion</li></ul>	

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## 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

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- 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; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE AND CYBER SECURITY

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.

- 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

- you are familiar with and adhere to the Trust's 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 Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH 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 make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

# EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

# NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

# MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital