

VOLUNTEER FACILITATOR

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, 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
- 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
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- Support and guide volunteers throughout their journey, from recruitment and training to placement and ongoing support.
- Help manage and develop volunteer services across the Trust, supporting more than 300 volunteers who make a difference to patients and staff.
- Work closely with hospital teams and community partners to promote volunteering opportunities and attract new volunteers from all backgrounds.
- Coordinate volunteer placements, ensuring volunteers are matched to suitable roles and have the training, support and equipment they need.
- Build positive relationships with volunteers, staff and external organisations, acting as a key point of contact for volunteer enquiries and support.
- Contribute to new volunteer projects and programmes, helping to grow and improve volunteering services across the Trust.

Job Description

Job title:	Volunteer Facilitator
Grade:	5
Site:	William Farr House (with cross site working required)
Accountable to:	Head of Public Participation
DBS required:	Yes

Job Purpose

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.
- Coordinate volunteer programmes, such as, Volunteer Driver Service, Volunteer to Career, Youth Volunteer Programme etc.
- 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

	Essential	Desirable
Qualifications	• Knowledge of voluntary services and relevant legislation to degree or equivalent level plus management knowledge and experience. • Evidence of continued personal and professional development	• Qualifications in project management e.g. PRINCE 2
Experience	• Specialist knowledge across the range of work procedures and practices underpinned by theoretical knowledge or relevant practical experience • Experience of supporting or training individuals or groups of people to develop their skills. • Experience of working with and developing administrative procedures and processes. • Experience of developing and delivering tailored training workshops and presentations for groups of volunteers and to all levels of staff.	• Experience in successful project management with experience of measuring and evaluating impact. • Previous NHS experience

Knowledge and skills	• Knowledge of volunteering and its mutual benefits to those that volunteer and the organisation • 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 patient. • Competent with Microsoft Office 365 and additional everyday IT packages (email, spreadsheets, reporting templates). • A good knowledge of regulations in relation to volunteering procedures, the complexities of volunteer recruitment, support and management. • Knowledge of confidentiality and data protection legislation and is able to use discretion where necessary • Able to accurately manage and maintain the volunteer management database (Better Impact)	• Example • Example • Example
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	• Excellent communication skills – ability to liaise with staff at all levels being able to negotiate and influence. • Being enthusiastic and able to motivate others in time/need of change. • Problem-solving approach, creative and innovative. • Ability to make sound judgements when prioritising tasks and knowing when to refer. • Good organisational skills – able to manage busy workload, prioritise work and have a good attention to detail. • Flexible attitude, adaptable, resourceful, enthusiastic.	
Other	• Ability to travel across the health community • Access to car to meet the travel requirements of the post • Ability to manoeuvre and set up training equipment in varied locations • 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	
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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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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

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 and sensitive 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- 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 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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

