



# **VOLUNTEER COORDINATOR**

## **Grade V**

**(Permanent, Full time)**

### **Particulars of Office**

**1. Appointment**

The appointment is permanent, whole time and pensionable capacity.

**2. Salary**

Remuneration is in accordance with the salary scale approved by the Department of Health and Children current scale.

**3. Superannuation**

The terms of the Voluntary Hospitals Superannuation Scheme and the Voluntary Hospitals Spouses and Children's Scheme or the Single Public Service Pension Scheme will apply to the position and superannuation contributions at the appropriate rate will be payable in accordance with the provisions of these schemes.

**4. Duties**

The Coordinator will perform such duties as are assigned from time to time and as are outlined in the attached Job Description.

**5. Hours of Work**

The whole time standard weekly working hours for this grade are 37 hours per week, usually discharged between the hours of 8.00 am and 8.00 pm on a Monday to Saturday basis as appropriate to the particular service. Given the nature of the post flexibility will be required to suit the needs of patient/hospital activities which may necessitate attendance at such other times as are required for the proper discharge of duties including attendance outside normal working hours.

**6. Probation**

The successful candidate will be appointed initially for a probationary period of 6 months. During the probationary period, progress or otherwise will be monitored and at the end of the period, the service will be

a) certified as satisfactory and confirmed in writing;

b) in certain circumstances this period may be extended and in such case you will be advised in writing of this and the duration of the extension.

## **7. Retirement**

No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). In this case the candidate must be under 70 years of age on the 1<sup>st</sup> day of the month in which the latest date for receiving completed application forms for the office occur. Continued employment is conditional upon capacity and conduct of the employee.

## **8. Annual leave**

Annual leave and public holidays are granted in accordance with the provision of the Organisation of Working Time Act 1997. Your annual leave entitlement will be advised to you by the Human Resources Department in your contract of employment. Annual Leave may be based on a number of factors such as grade, years of service and whole-time equivalency.

## **9. Sick Leave**

Payment of salary during illness will be in accordance with arrangements as approved from time to time by the Department of Health and Children.

## **10. Termination of office**

The employment may be terminated at any time by four weeks' notice on either side except where circumstances are dictated by the Minimum Notice and Terms of Employment Act 1973/77. The Management's right under this paragraph shall not be exercised save in circumstances where the Management is of the opinion that the holder of the office has failed to perform satisfactorily the duties of the post or has misconducted himself/herself in relation to the post or is otherwise unfit to hold the appointment.

## **11. Garda Vetting Checks**

Arrangements have been introduced, on a national level, for the provision of Garda Vetting Checks in respect of candidates for employment in areas of the Health Service, where it is envisaged that potential employees would have substantial access to children or vulnerable adults in the course of their duties. Garda vetting is done for the protection of these groups and the National Rehabilitation Hospital reserves the right to re-verify employees at any future point, as deemed appropriate by Hospital Management.

## **12. Confidentiality**

During the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised person can obtain access to them and must be kept in safe custody when no longer required.

## **13. Hygiene**

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of the National Rehabilitation Hospital's quality system to ensure the safety and well being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

#### **14. Policies / Legislation**

All Hospital policies and procedures form an integral part an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy, Confidentiality) and the Hospital's ethical codes of practice.

Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

#### **15. Disability Census**

As part of the NRH's commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities. This information is only requested in the event that appropriate arrangements must be put in place during the course of one's employment and will be stored in compliance with Data Protection Legislation.

#### **16. HR Department Privacy / GDPR Policy**

In order to carry out its administrative functions the Human Resource Department in the National Rehabilitation Hospital collects and processes personal data relating to individuals, which includes the job applicants and staff of the Hospital. The Human Resources Department takes the confidentiality of all personal data seriously and consequently takes all necessary steps to comply with data protection legislation including the GDPR. The Human Resource Department collects personal data only in order to meet specific lawful purposes, and will retain that data only for so long as necessary. We also ensure that all reasonable technical and organisational security measures are in place to safeguard personal data.

Ordinarily, the Human Resource Department will not pass personal data to any third party except where required by law, or under statutory obligations, or to fulfil a contract of employment or for other legitimate purposes as balanced against the rights and interests of the Data Subject. If you have any concerns about how your personal data is processed, you may contact our Data Protection Officer (dpo@nrh.ie). Please refer to the National Rehabilitation Hospital Human Resources Privacy Policy Document for more information. The Policy Document is available on request from the Human Resources Department.



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### **1. Qualifications**

The candidate must, on the latest date for receiving completed application forms for the office, possess:

- A 3<sup>rd</sup> level qualification.
- Typically, 3+ years related experience in volunteer management or comparable role.
- Experience and knowledge of current trends, resources and information related to volunteerism.
- Experience of the management of volunteer resources.
- Excellent administration and process focused experience.
- Excellent computer skills - use of databases, and Microsoft Excel, Word, Access and Outlook.
- Excellent organisational, communication and interpersonal skills.
- Strong team working skills and ability to liaise with multidisciplinary teams, senior management and other stakeholders.
- Capacity for responsibility, accountability and individual initiative.
- Background in and knowledge of the Health Services Sector is advantageous.

### **2. Health**

Candidates or any person holding the office must be free from any medical condition which would render them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

For the purposes of satisfying the requirements as to health, it will be necessary for each successful candidate before he/she is appointed to undergo a medical examination by a qualified medical practitioner to be nominated by the Chief Executive or designated officer. Any irregularities reported as a result of this examination which render the incumbent unsuitable for the post must be remedied / addressed before appointment.

Health Promotion – The Hospital is committed to promoting healthy lifestyles for both patients and staff. Staff are expected to participate in initiatives to support better health and well-being in line with the Hospital objectives.

### **3. Character**

Candidates for and any person holding the office must be of good character.



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**Title:** Volunteer Coordinator

**Purpose of the Position:** This is a key position with responsibility and accountability for the efficient day to day coordination of volunteer activities and supervision of volunteers.

**Accountable to:** Patient Services and Corporate Data Manager.

**Liaison / Communication:** The proper performance of these duties will require a high degree of liaison and communication with Patient Services and Corporate Data Manager, Therapeutic and Recreational Specialist, Heads of Departments and other Managers and staff throughout the hospital in the course of their normal duties and responsibilities.



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### **JOB DESCRIPTION**

#### **Overview of the Role**

The person appointed will:

- Coordinate volunteer activities and resources which includes recruitment, interviewing, placement of volunteers, and managing day to day activities to support the needs of the patients and the hospital.
- Provide administrative support to the Patient Services and Corporate Data Manager particularly in relation to stakeholder engagement.
- Promote the ongoing development of volunteering in the hospital in line with the NRH strategy, policies and procedures.
- Advise on and ensure best practice in volunteer recruitment, training and placement and in staff/volunteer relations.
- Identify volunteering opportunities and develop initiatives in collaboration with Heads of Services/Managers.
- Provide support and guidance on volunteering issues to management, staff, patients and associated voluntary organisations.
- Act as principal resource for staff across the NRH on issues related to and affecting Volunteer support.

#### **ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES**

##### **General Accountability**

The person chosen will:

- Demonstrate behaviour consistent with the values of the hospital.
- Act with discretion when dealing with confidential matter.
- Be responsible for the provision of administrative support services to Patient Services and Corporate Data Manager.
- Ensure that a safe environment is maintained for staff and visitors in compliance with Health and Safety requirements and best practice.
- Be responsible for the day to day security of the work area to which assigned, with particular awareness of fire regulations and security arrangements.

- Keep up to date with all relevant mandatory training for the department.
- Keep abreast of changes in legislation or policies and procedures relating to volunteerism, together with enhancing your professional development.
- Work as part of the NRH team and within designated area to ensure that overall aims and stated objectives are achieved.

### **Specific Accountability**

- Report to and be accountable to the Patient Services and Corporate Data Manager in all matters relating to the Volunteer function and Patients Services administrative support.
- Provide advice to managers and hospital staff in relation to volunteer issues.

### **Outline of Duties and Responsibilities**

- Lead in the recruitment, placement, training, management and mentoring of volunteers.
- Proactively identify new volunteering roles required and engage with Heads of services to plan and support patients and staff.
- Generate volunteer opportunities in line with hospital requirements.
- Responsible for recruiting, interviewing, screening, selection of volunteers in liaison with staff across the organisation which includes garda-vetting, reference checks, ID validation, etc.
- Conducting review of volunteers during early stage of placement to address any issues which may emerge.
- Coordinate volunteer inductions and appreciation events.
- Provide introductory pack for volunteers containing all relevant documentation in advance of their commencement including Volunteer agreement, Confidentiality document, etc.
- Be responsible for the development and implementation of volunteer orientation and training as appropriate.
- Responsible for the day-to-day coordination of the Volunteer service, including responding to enquiries or requests for volunteer support.
- Organise volunteer rotas for daily meet and greet in support of clinical areas and coordinate volunteer daily duties and activities in support of hospital events as requested.
- Maintain database of volunteers to ensure up to date and accurate records exists in relation to all volunteers.
- Creation of reports in relation to volunteer activities.
- Administer and monitor expenditure as required for the volunteer programme.
- Develop and maintain policies procedures and guidelines for volunteer services which reflect the overall values of the organisation.
- Develop and implement goals and objectives for the NRH Volunteer service which reflect the mission of the organisation.
- Work closely with staff across all areas of hospital in terms of patient activities requiring volunteer support.
- Liaising with Heads of Departments in relation to volunteers being assigned to a specific department to identify local supervisor.
- Proactively manage problems or issues relating to volunteers and act quickly to resolve them.
- Assist the Human Resources Manager and Patient Services and Corporate Data Manager with conflict resolution among patients, staff and volunteers should it arise.

- Attend meetings/committees as required and deputising for Patient Services and Corporate Data Manager at meetings if required.
- Act as secretary and minute taker to the Volunteer Advisory Group and keep members up to date on volunteer developments - Chairperson of this group.
- Provide administrative support to the Patient Services and Corporate Data Manager in terms of maintaining database of stakeholder feedback.
- Undertaking other duties appropriate to the post from time to time

**Patient Safety & Quality**

The NRH prioritises the delivery of quality and safe patient care under HIQA and other quality standards. It is the responsibility of all staff at all levels to ensure that the highest level of quality services required for each patient is maintained. If you have a concern regarding any issue of patient safety and well-being please bring this to the immediate attention of your manager.

Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. The post-holder is responsible and accountable to deliver a quality service that ensures patient safety. The post holder will work within a risk management framework that complies with the Health Information and Quality Authority (HIQA) National Standards and other quality standards as appropriate.

*The extent of speed and change in the delivery of health care is such that adaptability is essential for all staff. The post-holder will be required to maintain, develop and enhance the necessary professional knowledge, skills and aptitudes required to respond to a changing situation.*

*This job description does not contain an exhaustive list of duties, and the post holder may be required to undertake additional responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.*

*I agree that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role. I also understand that these represent the minimum requirements to perform the duties at the current level.*

**To be signed by the post holder**

Employee Name: \_\_\_\_\_

Line Manager Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Manager’s Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_