

Children in Hospital Ireland: Volunteer Manager



1. OVERVIEW:

Children in Hospital Ireland (CHI) is a registered charity and a company limited by guarantee. The organisation has its Head Office in Sandyford, Dublin 18 and operates throughout the country. Children in Hospital Ireland delivers a national volunteer-run hospital play and recreation service; advocates to promote the highest standards in the delivery of healthcare for children; provides information and help for parents of hospitalised children; and works collaboratively with support groups for children who are ill or have long-term medical conditions. CHI has currently over 400 volunteers working in 12 hospitals nationwide.

2. JOB DESCRIPTION

POSITION: Volunteer Manager

OFFICE BASE: Head Office, Sandyford, Dublin 18

REPORT TO: CEO

OVERALL PURPOSE & CONTEXT:

Children in Hospital (CHI) is seeking a highly motivated, self-starter to provide comprehensive end-to-end recruitment, management and support systems for all CHI's volunteer services throughout the country in line with the organisation's requirements.

Reporting to the Chief Executive Officer, the Volunteer Manager will be someone who is capable, energetic, with a can do attitude who will devise volunteer management structures and deliver support, guidance, and skill-based selective training to new and existing volunteers as appropriate. We are looking for someone with a cheerful disposition and a 'can do' attitude, who thrives in a busy environment, and has a willingness to take on new tasks responding effectively to changes as needed.

This is a lead manager position for CHI team leaders and volunteers in addition to being a liaison for key hospital personnel as necessary and appropriate. The Volunteer Manager will build capacity within existing services and further develop opportunities for volunteering with Children in Hospital Ireland. You can find out more about Children in Hospital Ireland at our website at www.childreninhospital.ie

3. ROLE:

The Volunteer Manager is responsible for devising and delivering the volunteer services Annual Strategy to roll out in 13 hospitals nationwide. The management of this includes but is not limited to the following key activities:

- Recruitment Demand Planning.
- Volunteer Services Management.
- Selection Process – application database management, screening, conduct group interviews.
- Induction, co-ordinate training and support duties.
- Manage the Team Leader development process.
- Garda Vetting Process- authorised signatory.
- Regular reporting duties.

WORKING RELATIONSHIPS:

Reporting to the CEO, the post holder will develop and maintain positive professional relationships particularly with colleagues, the Board, and its sub committees, community associations, service providers, voluntary organisations, funding agencies and other key stakeholders, and a range of people and organisations with whom s/he is in contact via email, phone, in person etc.

S/he will work in a respectful, co-ordinated and integrated way with colleagues, and in such a way as to encourage the best from, and support the efforts of, others.

JOB DESCRIPTION

Specific responsibilities and duties

The key responsibilities for the post holder will be to:

- Organise recruitment selection, vetting, placement of CHI volunteers nationwide.
- Work collaboratively with colleagues and team leaders, and develop and maintain training schedules, timetable venues, materials, records of attendance.
- Work with Team Leaders to ensure all new volunteers receive appropriate induction / placement in hospitals and compile a proper and accountable 'live' database of volunteers and schedules.
- Comply with all hospital policies, procedures and guidelines, EG risk management, hand hygiene and infection control, child protection, evacuation drills etc.
- Support Team Leaders to set up accountable schedules of volunteer team meetings in each hospital.
- Develop and maintain a close working relationship with hospital staff including: Directors of nursing, Clinical Nurse Managers and Hospital Play Specialists to maximize the efficiency of the volunteers and to facilitate their involvement in hospital activities such as Teen nights, celebrity visits, Christmas and other like-minded events.
- With the CEO, and other staff, assist with the communications programme for all volunteer groups nationally, including newsletter distribution, regular phone calls, emails to collate information and news from the groups to provide material for CHI's social media networks, newsletters and website content update.
- Assess, evaluate and improve, where necessary, the impact of the CHI volunteer service within the hospital.
- Support volunteers engaged in local fundraising through the CHI office.
- Promote the profile and work of CHI generally and in particular its volunteer services.
- Develop with the assistance of the CEO, systems for growth and general improvement of volunteer play services and activities.
- Implement best practice policies and procedures for CHI's volunteer services.
- Manage volunteer management budget and monitor volunteer group internal accounts where appropriate.

- Perform other duties as may be required from time to time.

4. REQUIREMENTS

Professional

- A relevant professional qualification and a minimum of 4 + years' experience in a professional setting and experience of working with volunteers in a supervisory capacity.
- Experience of the non-profit / charities sector an advantage with a knowledge and understanding of the ethos of volunteering and the voluntary sector.
- Excellent administrative, communication, written skills and experience with attention to detail with proven oral and written communications and interpersonal skills.
- Computer literacy essential (Microsoft Office) and database management experience (Salesforce) necessary.
- Ability to navigate Social Media platforms.
- Proven time management skills and ability to prioritise and work to deadlines and manage a complex work load.
- Flexibility to work occasionally outside of normal working hours required.
- Knowledge of (or willingness to learn) hospital/health care environment.
- Flexible, dependable, confident professional manner, tactful, courteous and discreet.
- Ability to foresee problems that might occur with an event or other set of plans and procedure and ability to proactively seek and implement solutions before problems arise.

Personal

- Excellent communication skills.
- Ability to plan, organise, to make decisions, and to solve problems.
- Ability to work in a fast paced environment.
- Commitment to the highest ethical standards.
- Ability to build and maintain relationships.
- Outgoing, enthusiastic with an ability to motivate others.
- Self-starter with an ability to work on own initiative.
- Flexibility and adaptability.
- Team work / player, experience, highly motivated, enthusiastic and capable of using their initiative.

5. QUALIFICATIONS

3rd Level Qualification or equivalent experiences and a minimum of 4 + years' experience.

Willingness to undertake training as required.

Essential for the Position

- Full valid driver's license and own car.
- Experience of working with volunteers.
- This position is Garda Vetted.
- High motivation, positive disposition and flexible attitude in response to organisational change and development.
- Commitment to, and understanding of, working within a voluntary organisation in an inclusive manner.
- Flexible approach in order to support volunteers, including some availability outside normal working hours – evenings and weekends.

6. CONDITIONS

This position will be for an initial two-year fixed term contract, with a six-month probationary period.

Salary: €32,000 per annum payable monthly in arrears.

Hours: The standard hours are 9am-5pm, with flexibility for evening and weekend work. A time in lieu system operates.

Annual Leave: 23 days. This job is based in Dublin and involves some travel outside of Dublin.

A complete list of terms and conditions will be made available to the candidate offered the role through the Staff Handbook. CHI is an equal opportunities employer.

7. APPLICATION

If you wish to be considered for appointment to this position, please indicate your interest by sending a letter of application stating why you are suitable (no more than two pages), together with a copy of your CV to by closing date, Friday, August 18th, at 5pm to:

office@childreninhospital.ie. Please put **Volunteer Manager** in the subject heading.

Paper applications may be sent to:

Administration Officer, Children in Hospital Ireland, 1-3 Burton Hall Road, Suite 113, Sandyford, Dublin 18,

Please note: Applications without a cover letter will not be considered.

8. RECRUITMENT TIMETABLE

Closing date for applications: Friday August 18th 2017 at 5pm.

Proposed Interview date: Friday 1st September 2017