



Children in Hospital Ireland

VOLUNTEER CO-ORDINATOR

Recruitment Pack

1. OVERVIEW:

Children in Hospital Ireland 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. We currently have approximately 500 volunteers working in 14 paediatric units nationwide.

2. JOB DESCRIPTION

<u>POSITION:</u>	Volunteer Co-ordinator
<u>CONTRACT TYPE:</u>	Part time (30 hours = 4 days per week)
<u>START DATE:</u>	July 2021
<u>OFFICE BASE:</u>	Head Office, Sandyford, Dublin 18
<u>REPORT TO:</u>	Volunteer Manager

OVERALL PURPOSE & CONTEXT:

Children in Hospital Ireland is seeking a highly motivated, self-starter to provide comprehensive end-to-end recruitment, management and support systems for our Just Ask (welcoming and wayfinding) Service in CHI at Crumlin. In addition, they will provide general administrative support to this programme and also provide some support to the wider team of Children in Hospital Ireland volunteers in CHI at Crumlin.

Reporting to the Volunteer Manager, the Co-ordinator will be someone who is capable, energetic, with 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. The Co-ordinator should be comfortable in a hospital working environment.

Working from both CHI at Crumlin and the Children in Hospital Ireland Sandyford office, the Co-ordinator will be the lead person on this programme, with guidance from the volunteer manager. The Co-ordinator will manage the programme from recruitment of volunteers through to training, on-going support of volunteers and overall monitoring and evaluation of the programme.

The Co-ordinator will also be a liaison for hospital personnel in CHI at Crumlin as necessary and appropriate. You can find out more about Children in Hospital Ireland at our website at www.childreninhospital.ie

Remote working will be accommodated for COVID19 restrictions while they are required.

2. ROLE:

The Volunteer Co-ordinator will be responsible for delivering, monitoring and evaluating the Just Ask, volunteer led, service in CHI at Crumlin. This includes but is not limited to the following key activities:

- Recruitment of suitable volunteers – application database management, screening, conduct group interviews.
- Induction, co-ordinate training and support duties.
- Garda Vetting Process- inputting and processing data
- Placement and induction of new volunteers
- Identify appropriate team leads for the service from among the volunteers.
- Reporting as required to a steering group comprised of Children in Hospital Ireland and CHI at Crumlin representatives.
- Regular review and monitoring of the programme
- Providing support to wider team of volunteers in CHI at Crumlin
- Providing support to national level projects, campaigns and events

WORKING RELATIONSHIPS:

Reporting to the Volunteer Manager the post holder will develop and maintain positive professional relationships particularly with colleagues, the Board, volunteers and representatives of the hospital.

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:

- Develop and maintain a close working relationship with relevant hospital staff to maximize the efficiency of the volunteers.
- Organise recruitment selection, vetting, placement of volunteers in CHI at Crumlin for the Just Ask Service, both virtually and in person.
- Ensure all new volunteers receive appropriate induction / placement in hospital and compile an accountable 'live' database of volunteers and schedules.
- Comply with all hospital policies, procedures and guidelines, including risk management, hand hygiene and infection control, child protection, evacuation drills etc.

- Set up schedules of volunteer team meetings in the hospital and ensure regular communication with all volunteers
- Promote the profile and work of Children in Hospital Ireland generally and in particular it's Just Ask volunteer service – being the face of Children in Hospital Ireland in CHI at Crumlin.
- Develop, with the assistance of the Volunteer Manager and the CEO, systems for the growth and general improvement of the Just Ask service.
- Implement best practice policies and procedures for Children in Hospital Ireland's volunteer services.
- Work with the volunteer manager on delivering national volunteer training opportunities and events.
- Support Children in Hospital Ireland team in projects and campaigns as need arises.
- Provide support to the volunteer manager in the general recruitment and support of volunteer applicants during recruitment periods.
- Perform other duties as may be required from time to time.
- Share work time between hospital and office locations

3. REQUIREMENTS

Professional

- A minimum of 3 + years' experience in a professional setting and experience of working with volunteers in a supervisory capacity.
- Experience of the non-profit / charities sector with a knowledge and understanding of the ethos of volunteering and the voluntary sector.
- Confidence in and knowledge of (or willingness to learn) hospital/health care environment.
- 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), database management experience (Salesforce) and experience facilitating online meeting and trainings necessary.
- Proven time management skills and ability to prioritise and work to deadlines and manage a busy work load.
- Flexibility to work occasionally outside of normal working hours required.
- 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

- Full valid driver's license and own car highly desirable.
- 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.

4. QUALIFICATIONS

3rd Level Qualification or equivalent experiences and a minimum of 3 + years' experience. Willingness to undertake training as required.

Essential for the Position

- Experience of working with volunteers.
- This position is Garda Vetted. Police clearance is also required from any country where the candidate has spent more than 6 consecutive months since the age of 16 years.
- 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.

5. CONDITIONS

This position will be initially for a period of 2 years. A 6 month probationary period will apply.

Salary: €31,000 (pro rata) per annum payable monthly in arrears.

Hours: The position will be for 30 hours per week with flexibility for evening and weekend work. A time in lieu system operates. How the 30 hours will be worked can be discussed at interview.

Annual Leave: 22 days pro rata. This job is based in Dublin and may involve a small amount of 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. Children in Hospital Ireland is an equal opportunities employer.

6. 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 one page), together with a copy of your CV to by closing date, **end of the day Sunday 30th May** to:

elizabeth@childreninhospital.ie. Please put **Volunteer Coordinator** in the subject heading.

Paper applications may be sent to:

Elizabeth Morrin, Volunteer Manager, Children in Hospital Ireland, 4-5 Burton Hall Road, Suite 113, Sandyford, Dublin 18,

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

7. RECRUITMENT TIMETABLE

Closing date for applications: Sunday 30th May 2021, Midnight.

Interview date (if successful): Friday, June 11th, 2021