

JOB DESCRIPTION

Department:	Care
Job Title	Volunteer Project Manager – 1 year fixed term contract
Accountable To:	National Manager
Accountable For:	Volunteers
Based At:	Office Base Chippenham
Salary Band:	£24-26K
Job Purpose and Context	
<p>The purpose of this role is to embed and roll out a volunteer programme, to increase the support offered to families with a child with a life threatening or terminal illness and understand the impact and benefit of home support volunteers.</p> <p>The Volunteer Project Manager will be responsible for all the recruitment and support of volunteers together with the matching of volunteers to families and evaluation of the support offered. This is a pilot role and is a one year fixed term contract only.</p> <p>The post holder will also be the first point of contact for all Rainbow Trust volunteers in the Swindon/Brisol areas, with the possibility of roll out to another region.</p> <p>The post holder will live the Rainbow Trust Values and effectively communicate with service users, colleagues and healthcare professionals.</p>	
Key Areas of Responsibility	
<ul style="list-style-type: none"> • Recruit and train a bank of high calibre volunteers to deliver a range of support, including practical support in the home • Scope potential need and develop a plan to address identified areas • Identify and assess families suitable for volunteer support • Effectively mentor and support all family support, fundraising, admin and ambassador volunteers in the area. • Contribute to an increase in support offered to families in their home • Promote all volunteer opportunities on external websites and with local volunteer centres • Attend local networking events to raise awareness of volunteering opportunities with Rainbow Trust • Respond to and process all enquiries from potential volunteers within a specified area • Maintain electronic and paper administration systems ensuring all volunteer records are kept up to date, including volunteer hours • Organise and attend volunteer group meetings • Produce volunteer marketing materials using the online toolkit • Produce a regular volunteer bulletin with relevant local information (standard template required) 	

Leadership and Strategy
<ul style="list-style-type: none">• Operate in compliance with relevant legislation, best practice and corporate policy• Demonstrate Rainbow Trust's values and model the defined leadership qualities• Provide the leadership for the function that inspires both staff and volunteers to excel and achieve• Commit to Performance Management Process and develop stretching objectives to meet business plan• Take responsibility for own professional development
Operational and Project Planning
<ul style="list-style-type: none">• Work with relevant stakeholders to ensure that the project objectives are achieved within agreed timeframes• Contribute to the regular reports required by the funders of the project and other stakeholders as required• Ensure that all appropriate checks, training and risk assessments are carried out to adhere to current Health & Safety regulations• Take individual responsibility for agreed objectives and targets and take corrective action where necessary• Organise own time and resources effectively and use initiative• Evaluation of the home support project• Develop project plan to roll out the home support project into another area
Working with Stakeholders and Service Delivery
<ul style="list-style-type: none">• Develop and maintain effective relationships with stakeholders including families, partners and statutory, private and other voluntary agencies• Promote and develop best practice within Rainbow Trust• Alongside the Care complaints manager, manage the complaints procedure promptly and appropriately and conduct full investigation of all complaints received, adhering to Rainbow Trust's complaints policy.
Developing, Maintaining Systems and Procedures
<ul style="list-style-type: none">• Ensure the collection of relevant data in support of service delivery and outcomes• Ensure all monitoring and evaluation data relevant to the home support project's service delivery is stored accurately and promptly in the Care and fundraising database• Report monthly against agreed KPIs and identify variance• Ensure compliance with data protection guidelines and Rainbow Trust policy
People Management and Development
<ul style="list-style-type: none">• Recruit and retain a bank of high calibre volunteers to ensure best possible standards of service delivery to meet agreed outcomes• Ensure the provision of effective supervision, including providing relevant development opportunities• Coordinate and lead regular support meetings
Team Working and Collaboration
<ul style="list-style-type: none">• Develop close working relationships with the Volunteer Development Manager and Regional fundraisers• Collaborate with colleagues across the department and organisation

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| <ul style="list-style-type: none">• Proactively participate in meetings• Contribute to team building initiatives and activities |
| Special Conditions |
| <ul style="list-style-type: none">• While the role is based at the Care team office, the post holder will be expected to work flexibly in other venues and attend meetings elsewhere as required• Flexible working to meet service user requirements may be required• Some UK travel may be required from time to time• The list of responsibilities outlined above is not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager. |