

## **VOLUNTEER SERVICES COORDINATOR**

### **JOB DESCRIPTION**

<b>ORGANISATION UNIT</b>	Volunteer Management Office, North Haven Hospice (NHH)
<b>LOCATION</b>	24a Takahe Street, Tikipunga, Whangarei
<b>RESPONSIBLE TO:</b>	Volunteer & Hospitality Services Manager
<b>PRIMARY FUNCTIONS OF THE POSITION:</b>	Administer and coordinate a volunteer service to support volunteers, patients and carers. Administer and participate in volunteer recruitment, retention and recognition. Participate in the development of the volunteer service of the future for North Haven Hospice.

### **FUNCTIONAL RELATIONSHIPS**

The Volunteer Services Coordinator will develop and maintain effective relationships with:

#### **Internal**

Volunteer Services team  
Administration team  
Clinical Team  
Heads of Departments  
NHH Hospice Staff & Volunteers

#### **External**

Patients & Families/whanau  
External Agencies

### **NORTH HAVEN HOSPICE VALUES**

North Haven Hospice has developed a set of values that provide a framework for shaping and building our future. The following values and supporting statements have associated behaviours and there is a clear expectation that all staff will demonstrate these behaviours in their interactions with patients, families/whanau, other staff, and the wider community.

#### **VALUES**

#### **SUPPORTING STATEMENT**

Integrity <i>Tu Tangata</i>	Integrity requires courage, strength and commitment – it builds trust and trust creates a solid foundation from which respect can grow
Compassion <i>Aroha</i>	Compassion requires partnership and genuine engagement – it is caring and empathy in action
Respect <i>Whakaute</i>	When we treat people with respect we affirm dignity and a sense of self-worth
Excellence <i>Te Hiranga</i>	A culture of excellence inspires confidence, supports learning, and encourages innovation
Teamwork <i>Mahitahi</i>	Teamwork means creating a culture that values collaboration and a belief that better outcomes are achieved if we work together co-operatively and harmoniously
Stewardship <i>Kaitiakitanga</i>	Trustworthiness as an organisation and accountability to the community is shown through the careful management of all resources entrusted to us

## **KEY RESPONSIBILITIES AND EXPECTED OUTCOMES:**

The position of Volunteer Services Coordinator encompasses the following key areas of responsibility:

1. Administer and coordinate an effective, responsive and innovative volunteer service for North Haven Hospice.
2. Administer and participate in the volunteer recruitment, retention and recognition strategy for North Haven Hospice.
3. Participate in the development of the volunteer service of the future for North Haven Hospice.
4. Meets core organisational requirements

The outcome requirements of the above key responsibility areas are outlined below:

**KEY RESPONSIBILITY 1:** Administer and coordinate an effective, responsive and innovative volunteer service for North Haven Hospice.

Expected Outcomes:

- 1.1 Administer and coordinate volunteer activity in the in-patient unit and community including but not limited to rosters, meetings and referrals.
- 1.2 Maintain a strong pastoral care and support approach for volunteers using methods including mentoring and coaching and e-platforms/software such as Palcare, Facebook and volunteer software.
- 1.3 Participate in and provide support to other activities as required and agreed with the Manager of Volunteer and Hospitality Services

**KEY RESPONSIBILITY 2:** Administer and participate in the volunteer recruitment, retention and recognition strategy for North Haven Hospice.

Expected Outcomes:

- 2.1 As part of the broader hospice team participate in planning, preparing, running and reviewing all volunteer recruitment, retention and recognition opportunities.
- 2.2 Develop and maintain an active and mutually supportive relationship with teams within hospice that have significant volunteer involvement, using various forms of communication.
- 2.3 Participate in and develop relationships with community groups and activities that can enhance the profile of volunteering at North Haven Hospice.

**KEY RESPONSIBILITY 3:** Participate in the development of the volunteer service of the future for North Haven Hospice

Expected Outcomes:

- 3.1 Develop and maintain an understanding and application of North Haven's role in Compassionate Communities and other services being developed as part of our vision.
- 3.2 Participate in the development and maintenance of hospice support groups and services that involve volunteers and service our patients and families.
- 3.3 Maintain an awareness of developments in volunteering and how they can impact on volunteering at hospice.

**KEY RESPONSIBILITY 4:** Meet core organisational requirements

Expected Outcomes:

- 4.1 Know, uphold and model the values, philosophy, policies and standards of North Haven Hospice and current recommended best practice standards relevant to the position.
- 4.2 Keep informed about and comply with legal and regulatory requirements including any code of conduct relevant to this position.
- 4.3 Participate in the North Haven Hospice continuous improvement and risk management programme.
- 4.4 Participate in the North Haven Hospice health and safety management programme, acting in accordance with the agreed standards and accountabilities of staff as set out in the Health and Safety policy.
- 4.5 Observe and promote safe work practices and be proactive in hazard management.
- 4.6 Honour the Treaty of Waitangi, respecting the beliefs and values of those who identify as Maori, supporting tikanga practices as they are incorporated into hospice care and services.
- 4.7 Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.
- 4.8 Participate in performance review and development, including attending training relevant to the position.
- 4.9 Act as an ambassador for hospice in the community through work and own social networks whilst maintaining the confidentiality of individuals and not acting or speaking on behalf of or representing North Haven Hospice unless so authorised by the Chief Executive Officer.

**VARIATION OF DUTIES:**

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet changing service requirements.

**Signed Employee** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signed Employer** \_\_\_\_\_ **Date** \_\_\_\_\_

## **VOLUNTEER SERVICES COORDINATOR**

### **PERSON SPECIFICATION**

#### **EDUCATION AND QUALIFICATIONS:**

Essential:

- Intermediate administration, database management and computer skills including competency in using the Microsoft Office suite
- Class 1 driver's licence (unencumbered)
- Volunteer or community development experience or qualifications

Desirable:

- Certificate in First Line Management (Certificate in Managing Volunteers) or equivalent.

#### **EXPERIENCE:**

Essential:

- Confident relationship builder, facilitator and coach, with experience across a broad range of people and community groups.
- Proven adaptability and agility to work in a busy and ever changing environment

Desirable:

- Volunteer recruitment, retention and recognition
- A Better Impact user (proprietary volunteer software)

#### **AWARENESS AND UNDERSTANDING OF:**

Philosophy of hospice

Te Tiriti o Waitangi / Treaty of Waitangi

Health and Safety at Work Act 2015

Health Information Privacy Code 1994, revised edition 2008

Code of health and Disability Consumers' Rights 1996, reviewed edition 2009

#### **SKILLS AND PERSONAL ATTRIBUTES:**

- Administration support or work in a role with similar skill requirements
- Excellent written and verbal communication skills
- Ability to multi task, work under pressure and within tight timeframes
- Preference to enjoy working as part of a team, to be self-motivated and take the initiative as appropriate
- Able to demonstrate an aspirational approach to life/work