**RETAIL VOLUNTEER COORDINATOR**

**JOB DESCRIPTION**

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| **ORGANISATION UNIT** | North Haven Hospice Retail Shop |
| **LOCATION** | Corner Robert and James Streets, Whangārei |
| **RESPONSIBLE TO:** | Retail Services Manager |
| **PRIMARY FUNCTIONS OF THE POSITION:** | Establish and maintain an effective team of volunteers for North Haven Hospice retail outlets.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 Retail Volunteer Coordinator will develop and maintain effective relationships with:

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| **Internal**  | **External** |
| Director of Marketing and FundraisingRetail Services ManagerRetail Volunteer teamNHH Hospice Staff  | External Partners and Organisations |

**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.

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| **VALUES** | **SUPPORTING STATEMENT** |
| Integrity *Tu Tangata* | Integrity requires courage, strength, and commitment – it builds trust and trust creates a solid foundation from which respect can grow  |
| Compassion *Aroha* | Compassion requires partnership and genuine engagement – it is caring and empathy in action |
| Respect  *Whakaute* | When we treat people with respect, we affirm dignity and a sense of self-worth |
| Excellence *Te Hiranga* | A culture of excellence inspires confidence, supports learning, and encourages innovation |
| Teamwork *Mahitahi* | 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 *Kaitiakitanga* | 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 Retail Volunteer Coordinator encompasses the following key areas of responsibility:

1. Manage all administrative duties of the role.
2. Administer and coordinate an effective, responsive, and innovative volunteer service for North Haven Hospice retail outlets, including volunteer recruitment, retention and recognition strategies.
3. Participate in the development of the volunteer service of the future for North Haven Hospice.
4. Assist with day-to-day operational activities when required, utilising your knowledge to recognise and develop training opportunities for volunteers.
5. Meet core organisational requirements.

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

**KEY RESPONSIBILITY 1:** Manage all administrative duties relevant to the role.

**Expected Outcomes:**

* 1. Entry and maintenance of volunteer details in Better Impact, other relevant software systems and production of hard files.
	2. Management of Volunteer Archives
	3. Responsibility for Volunteer Police Vetting and Driving Licence record keeping and compliance.
	4. Maintain records for Recognition and Birthday celebrations
	5. Maintain and respond to advertisements in Volunteering Northland as needed
	6. Record volunteer attendance from workshops and training
	7. Record and distribute minutes from volunteer meetings and Team Leader meetings.

1.8 Completion of any other activities as agreed with the Director of Marketing and Fundraising.

**KEY RESPONSIBILITY 2:** Administer and coordinate an effective, responsive, and innovative volunteer service for North Haven Hospice retail outlets, including volunteer recruitment, retention and recognition strategies.

**Expected Outcomes:**

* 1. Plan, prepare, run and review volunteer recruitment, retention and recognition opportunities in conjunction with the Retail Services Manager
	2. Orientate new volunteers into the CBD shop environment, including Health and Safety.
	3. Ensure systems are established to enable all retail volunteers to have appropriate Induction, training and performance reviews.
	4. In liaison with Supervisors, assess retail volunteer staffing needs on a regular basis.
	5. Develop, record, and review an accurate on-line volunteer roster system to ensure all operational needs are met.
	6. Identify and develop continuous improvement opportunities, administer and coordinate volunteer activity throughout all areas in the Retail Shop/s.
	7. Establish good lines of communication within the shop volunteer teams on-line, in person, and through regular attendance of volunteer meetings.

2.6 Develop and implement systems to enable all retail volunteers to have appropriate orientation, training, and skill reviews.

2.7 Develop and maintain a strong pastoral care and support approach for volunteers

2.8 Manage all volunteer conflict and disciplinary issues.

2.9 Develop and implement strategies for exiting retail volunteers ensuring exit interview are offered and performed and appropriate recognition is provided.

2.10 Work alongside volunteers through their training and induction.

2.11 Manage volunteer supervision responsibilities, participate in and provide support to other activities as required and agreed with the Director or Marketing and Fundraising, and Retail Services Manager.

2.12 In consultation with the Retail Services Manager, effectively manage your days of work to ensure the same level of support is provided to volunteers working late nights and in weekends.

2.13 Support events and promotions where volunteers are asked to participate, this may include early mornings, evenings, and weekends.

2.14 Provide, from the volunteer database, relevant reports as and when needed by senior management.

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

**Expected Outcomes:**

3.1 Maintain an awareness of developments in volunteering and our community and how they can impact on volunteering at hospice and implement your learnings as relevant.

3.2 As an ambassador for the North Haven Hospice retail volunteer service, network with other community organisations, participating with community groups and activities that can enhance the profile of volunteering at North Haven Hospice Retail Shop/s. An example of this could be to give presentations to students to increase student volunteer numbers.

3.3 Develop succession planning strategies for volunteers.

**KEY RESPONSIBILITY 4**: Assist with day-to-day operational activities when required, utilising your knowledge to recognise and develop training opportunities for volunteers.

**Expected Outcomes:**

4.1 Assist your colleagues and volunteers, as instructed by the Retail Services Manager, with:

1. the flow of donated goods through to the shop floor;
2. Merchandising and in-store support;
3. Administrative duties.

4.2 Deputise for the Retail Services Manager, as and when required.

**KEY RESPONSIBILITY 5**: Meet core organisational requirements

**Expected Outcomes:**

5.1 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 Māori, 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**RETAIL VOLUNTEER COORDINATOR**

**PERSON SPECIFICATION**

**EDUCATION AND QUALIFICATIONS:**

Essential:

* Level 5 or above administration, database management and computer skills including competency in using the Microsoft Office Suite
* Valid 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.
* Proven ability to lead and support teams.
* Proven ability to be a decision maker and challenge, develop & implement change

Desirable:

* Experience in Human Resources
* Volunteer recruitment, retention and recognition
* A Better Impact user (proprietary volunteer software)
* Retail experience

**SKILLS AND PERSONAL ATTRIBUTES:**

* Excellent written and verbal communication skills
* Ability to multitask, work under pressure and within tight timeframes
* Ability to problem solve and use your initiative
* Preference to enjoy working as part of a team, self-motivated and ability to take the initiative as appropriate
* Empathetic, compassionate, and patient with an understanding of pastoral care in a volunteer environment
* Strong people management experience

**AWARENESS AND UNDERSTANDING OF:**

* Philosophy of Hospice
* Privacy Act 2020
* Code of Health and Disability Services Consumers’ Rights 1996
* Health and Safety at Work Act 2015
* Te Tiriti o Waitangi / Treaty of Waitangi
* Employment Legislation relating to Volunteers