

Job Description

Job Title:	Healthwatch Blackpool Volunteer Coordinator
Location:	Empowerment Base
Reports To:	Healthwatch Blackpool Manager
Hours of Work:	37 hours per week (to be worked flexibly)
Salary:	£22,260 per annum
Holiday Entitlement:	29 days per year (plus bank holidays)
Pension:	Auto Enrolment into to the workplace pension scheme (Smart Pension)

Role Purpose:

Healthwatch Blackpool is the local consumer champion for health and care services. Our purpose is to give local citizens and communities a stronger voice to influence and challenge how health and care services are commissioned and provided. The volunteer coordinator will organise and deliver an efficient volunteer programme by recruiting, inducting and supporting volunteers into a range of Healthwatch Blackpool (HWB) roles. The coordinator will liaise with external organisations and providers, collaborating on activities and events, to promote HWB's volunteering opportunities.

Main Responsibilities

- To organise and deliver an efficient volunteer programme by recruiting, inducting and supporting volunteers into a range of Healthwatch Blackpool (HWB) roles.
- Provide ongoing support, training and development opportunities to new and existing volunteers.
- Work with the HWB manager to review and further develop the HWB Volunteer Strategy.
- Develop and maintain positive relationships and referral pathways with local community groups, organisations and businesses in order to recruit volunteers.
- Support the operational team through involvement in community events and engagement activities.
- Deliver presentations about HWB and its work to community groups and forums.
- Organise and attend recruitment events, such as volunteer fairs and workshops, to promote HWB's volunteering programme.
- Record, monitor and evaluate the impact of the HWB volunteering programme.
- Promote and publicise HWB as widely as possible across communities and to stakeholders.



- Input into the Organisations database.
- Contribute at team meetings.
- Deal with highly confidential/contentious information in a discrete and appropriate manner.
- To undertake any other reasonable task as required commensurate with the grading of the post.

Staff Development

- To be flexible and responsive to individuals and the needs of the service.
- To attend and participate in team meetings.
- To attend and participate in supervision and appraisal process.
- To participate in relevant training and development opportunities.
- To develop others and one's own knowledge and practice.
- To take responsibility for own development.
- Contribute to the development and effectiveness of team working.

General

- Maintain confidentiality and compliance with the General Data Protection Regulations (GDPR).
- To demonstrate kindness and respect at all times to the people who engage with this service and to colleagues.
- To put the people who we support at the heart of everything we do.
- To comply with all policies and procedures relating to the service.
- Ensure accurate records and documentation are maintained in line with both statutory and organisational requirements.
- Promote people's equality, diversity and rights.
- Contribute to developing and maintaining cultures and strategies in which people are respected and valued as individuals.
- Promote, monitor and maintain health, safety and security in the workplace in line with relevant legislation at all times.
- Staff will be required to work flexibly and attend meetings, training and supervision to ensure the effective operation of the service.

Please note: **Empowerment exists to respond to the needs of individuals so that many of the tasks and responsibilities are unpredictable and varied. It is therefore expected that all staff will work in a flexible manner when required, undertaking tasks that have not been specifically covered in their job description. The post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility. It is the responsibility of the post holder to comply with Health and Safety and Equal Opportunities at all times.**

PERSON SPECIFICATION

Job Title: Healthwatch Blackpool Volunteer Coordinator

Essential Criteria

Qualifications

- GCSE Maths and English grade C or above or equivalent qualification.

Knowledge, Skills and Abilities

- Knowledge of the Health and Social Care Act 2012 and its implications for Healthwatch.
- Knowledge of various acts that impact on the work of Healthwatch, such as the Human Rights Act 1998, Mental Health Act 2007, the Equality Act 2010 and the Disability Discrimination Act 2005.
- Knowledge of safeguarding both vulnerable adults and children.
- Advanced IT skills, particularly Microsoft Office, internet skills and social media.
- Ability to be organised, set priorities and work to tight deadlines.
- Ability to deliver presentations to a range of audiences.
- Advanced IT skills, particularly Microsoft Office, Internet skills and social media.
- Ability to communicate well at all levels with good spoken and written English and a good level of numeracy.
- Ability to work as part of a team by supporting colleagues and sharing knowledge and expertise.
- Ability to create and maintain positive relationships with people.
- Ability to be self-managing and self-administering.

Experience

- Experience of local health and/or social care services.
- Experience of working with service users and volunteers.
- Experience of coordinating volunteers.

Personal Qualities

- Enthusiasm.
- A demonstrable belief in the rights of service users and commitment to anti-discriminatory practice.
- Passionate about promoting justice and fairness.
- Positive, professional attitude and non-judgemental approach.
- Patience.
- Kindness and Flexibility.
- Honesty and Integrity.
- Reliability (in terms of tasks given and attendance).
- Commitment to the organisations vision, mission and values.

Special Requirements

- Driver with a car (*If you have a disability which does not enable you to drive a car, Empowerment will discuss reasonable alternative arrangements for travel*).
- This post is subject to an enhanced application to the Disclosure and Barring Service (DBS). Empowerment will cover the costs of this application.
- Flexible approach to working hours, which may on occasions include evening and weekends.

Desirable Criteria

Knowledge, Skills and Abilities

- Knowledge of the work and purpose of Healthwatch England & Blackpool and the Care Quality Commission and its relation with local Healthwatch.
- Knowledge of health and/ or social care strategies in the Borough of Blackpool, as well as regional and national strategies.
- Knowledge and understanding of statutory, voluntary and community health and care organisations and groups.
- Understanding of the profile and demographics of Blackpool.

Experience

- Experience of working with and supporting voluntary and community sector groups to encourage their involvement.
- Experience of working with diverse people and organisations.

Our Vision

To work alongside people in Blackpool and the Fylde Coast who feel they have no voice and are not listened to; so that they are empowered to bring about real and positive change to their own lives and the lives of others.

Our Mission

We will work with passion alongside local people to:

- Advocate
- Co-produce
- Challenge Domestic Abuse and all of its consequences
- Tackle social isolation and loneliness
- Recognise the uniqueness and potential of everyone

Together we will bring about 'Lived Experience' inspired change in Blackpool and the Fylde Coast.

Our Values

- Working with **Kindness**
- Working for **Justice**
- Working towards **Equality** for everyone