

Our Lady's Hospice & Care Services

Respite
Rehabilitation
Reassurance

Harold's Cross
Blackrock
Wicklow

JOB DESCRIPTION & PERSON SPECIFICATION

Fundraising Volunteer Coordinator

- 0.59WTE (22 hours)
- Indefinite Duration contract
- Based in Harold's Cross with travel to Blackrock and Wicklow
- Board of Directors Funded
- Grade IV (Clerical)



TITLE	Fundraising Volunteer Coordinator
REPORTING TO	Senior Manager – Public Fundraising
SALARY SCALE	Department of Health & Children Consolidated Pay Scales (10/20): Grade IV (Clerical) will apply to this post: €28,749 to €46,468 per annum pro rata. This position is funded by the Board of Directors.
HOLIDAYS	27 days per annum pro rata
PENSION SCHEME	The successful candidate will become a member of the Our Lady's Hospice & Care Services (OLH&CS) defined contribution pension scheme administered by Irish Life through Pension Consultants AON Hewitt. As this post is not H.S.E. funded, please note this is not a public sector pension scheme. If you are a member of an Irish Public Sector Pension Scheme, which is not the Single Public Service Pension Scheme (SPSPS), please ensure that you contact your current pension scheme administrators to ensure you are fully aware of the implications of leaving a public sector pension scheme for a period of 26 weeks or greater.
HEALTH	A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, the successful candidate, before being appointed, shall undergo a pre-employment medical.
CHARACTER	A candidate for and any person holding the office must be of good character.
HOURS OF WORK	22 hours per week. Details of starting and finishing times, which may vary in accordance with Department needs, will be notified to you by your Head of Department/Deputy. There will be times when you will be required to work outside of the normal office hours.
WORKING WEEK	There will be times during busy campaign periods when you will be required to work outside of the normal office hours. You will also be required to work some evening and weekends during the year as part of the Fundraising and Communications Team. Flexibility is a requirement of this position.
LOCATION	This position will be predominantly based in Harold's Cross however Our Lady's Hospice & Care Services (OLH&CS) currently operates across three sites; Harold's Cross, Blackrock and Wicklow. In the interest of fundraising needs, candidates are required to be completely flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations as required to do so by Management. This role will be based in Blackrock or Wicklow Hospice approximately one day a month or as required.
ETHICAL CODE	The post holder is requested to respect the special charism, ethos and tradition of OLH&CS and to observe and comply with its general policies, procedures and regulations.
CONFIDENTIALITY	You will have access to various types of records/information in the course of your work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff, patients or other Hospital business be divulged

or discussed except in the performance of normal duty. In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

GARDA VETTING Legislation has been introduced for the provision of Garda Vetting in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable adults. The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to an appointment being made.

JOB PURPOSE OLH&CS has an ambitious strategy to ensure sustainability and growth in our public fundraised income. The role of Fundraising Volunteer Coordinator will play an important part in developing, implementing and maintaining a volunteer program within the Fundraising and Communications Department to meet the Fundraising needs of OLH&CS in line with our organisational strategic objectives. This is an exciting opportunity to join a fast paced and busy Department and the position will play a central liaison role with volunteers, staff, patients / residents, families and the local community.

Main Responsibilities

The Fundraising Volunteer Coordinator is an important and central role within the Fundraising and Communications Department of OLH&CS and will be responsible for the management of Fundraising Volunteers across our three current sites of Harold's Cross, Blackrock and Wicklow. The role will have the following responsibilities including but not limited to:

Volunteer Recruitment, Management and Communications

- The Fundraising Volunteer Coordinator will be the central point of contact for all Fundraising Volunteers within the Department.
- Responsible for the recruitment, induction, training and assigning of roles of Fundraising Volunteers to meet the needs of the Department.
- Responsible for the development and implementation of the Fundraising Volunteers Communications strategy.
- To work in close collaboration with the 'Patient Support' Volunteer Department as appropriate ensuring consistency of message across the OLH&CS Volunteer function.
- Responsible for maintaining accurate Fundraising Volunteer documentation / details in the CRM database aligning to current data protection legislation (retention and purging) / best practice.
- Responsible for ensuring the Fundraising Volunteer sections of the OLH&CS website are maintained and up to date.
- Responsible for ensuring volunteer resources / training manuals / process documents are developed / maintained as required.
- Responsible for celebrating the role of the Fundraising Volunteer both internally and externally including formal and informal volunteer recognition activities to recognize the contribution of Volunteers to the organisation, i.e. Thank you events, annual Volunteer Awards, regular Fundraising Volunteer Information Days, Mission Hero Awards, celebrating National Day of the Volunteer etc.
- Ensure Fundraising Volunteers work in a safe and healthy environment in accordance with all relevant legislation and regulation.
- Ensure Fundraising Volunteers work in a supportive environment aligning to the values and ethos of Hospice care.

Campaigns and Events

- This role will be responsible for all Volunteer aspects of events and campaigns within the Fundraising and Communications Department such as:
- Recruitment of Volunteers to support with various aspects of events and campaigns as appropriate.
- Recruit, manage, train and support Volunteer Team Leader roles as required for various events.
- Develop / update Fundraising Volunteer role descriptions as required for campaigns and events.
- Management of the Fundraising stockroom and packing room.
- Management of stock control pre / post events.
- Management of Fundraising Volunteer Coin Box campaign.
- Attend fundraising events as appropriate.

Strategic Development

- Development and implementation of Departmental Volunteer Strategy
- Develop, update and maintain Fundraising volunteer policies and procedures as required and in line with current legislation and adhering to the CRA's 'Guidelines for Charitable Organisations on Fundraising from the Public.'

General

- Provide regular reporting as requested including annual Y/E review of Fundraising Volunteer activity.
- Management of the Fundraising Volunteer budget.
- To have a working knowledge of and adhere to departmental and organisational policies at all times.
- Represent and act as an ambassador of OLH&CS.
- Liaise internally with other OLH&CS departments for the benefit of fundraising strategies & events.
- To ensure confidentiality in all matters of information obtained during the course of employment.
- Perform other duties as assigned by the Senior Manager Public Fundraising / the Director of Fundraising and Communications.

Self-Development

- To be aware of current developments and issues in health care and volunteering by reading current literature and keeping abreast of new developments, attending 'in-house' seminars, lectures and courses when possible and as appropriate in consultation with your Line Manager.
- To assume responsibility for his/her own professional development and safe work practice.
- To ensure a safe environment for himself/herself, colleagues and visitors.
- To present and act in a professional manner at all times.

Garda Vetting:

Legislation has been introduced for the provision of Garda Vetting in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. The appointed candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.

The duties and responsibilities detailed above are a reflection of the present service requirements and are not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to the post holder from time to time and to contribute to the development of the post while in office

This job description & person specification will be subject to review in the light of changing circumstances. The job description & person specification is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work.

PERSON SPECIFICATION

Factors	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Relevant third level qualification (Degree level or higher). 	<ul style="list-style-type: none"> A relevant professional qualification in the area of Volunteering / People/Event & Campaign Management.
Experience	<ul style="list-style-type: none"> Minimum of 3 years, in the last 5 years, relevant experience in volunteer management and/or campaign and event management Experience and knowledge of current trends, resources, and information related to volunteerism. Experience in the management of volunteer resources. Competent and confident IT skills - Word, Excel, Power Point and e-mail. Familiar with CRM Software. Familiar with data protection legislation. Experience in data management. Experience in Event Management 	<ul style="list-style-type: none"> Experience working in not for profit or charity sector. Experience of delivering presentations and of teaching/training groups.
Other	<ul style="list-style-type: none"> Full valid driving license. 	

CORE COMPETENCIES

Level 2 on the OLH&CS Competency Based Framework

Professional Knowledge and Skills

- Demonstrate sufficient knowledge in the area of Volunteerism in relation to current trends, resources and other information.
- Demonstrate an ability to apply knowledge to best practice.
- Demonstrate a commitment to continuing professional development and Volunteerism at OLH&CS.
- Ability to plan, implement, monitor, assess and evaluate appropriate projects and programs in collaboration with key stakeholders.

Quality Service

- Strong use of initiative
- Demonstrates an ability to evaluate, audit and review practice
- Identifies and prioritises the requirements of change within own service area, bearing in mind the departmental impact
- Utilises research and best practice to work

Continuous Learning and Development

- Seeks to expand duties and responsibilities for the purposes of progression
- Ensures volunteers are trained on all new policies and procedures

Planning and Organising

- Demonstrates an ability to manage and develop self and others in a busy working environment
- Anticipates problems and issues and take preventative action to address these
- Sets realistic timeframes
- Prepares by ensuring adequate resources are available
- Ensures resources are utilised in an effective and efficient manner

Professionalism

- Demonstrates the ability to work with multiple stakeholders
- Manages volunteers fairly and consistently
- Demonstrates the ability to work under pressure
- Awareness of one's own strengths and weakness
- Demonstrates resilience by not taking things personally and striving for a successful outcome

Communication

- Expresses ideas clearly and logically, supported by the appropriate evidence to persuade others
- Information sharing in an open and timely manner ensuring to keep relevant people informed
- Delivers presentations to groups with confidence and credibility
- Ability to facilitate two-way communication between conflicting parties
- Effectively communicates new initiatives and ideas to ensure successful implementation

Team Player

- Proactively develops and nurtures workplace relationships
- Establishes teams and manages the process
- Understands and tolerates different needs and viewpoints
- Utilises team strengths and attributes in achieving goals
- Engages input from all team members / volunteer groups
- Facilitates and manages meetings as appropriate to ensure to establish a shared sense of purpose and unity
- Involves the team in decisions that may affect them
- Ensures everyone is aware of each other's role on the team

People Management

- Approachable and available for advice and support
- Monitors individual volunteers' performance and progress
- Empowers volunteers to carry out their work in their preferred way
- Ensures volunteers are aware of their role and how it contributes to the organisational strategic objectives

Leadership

- Embraces organisational change initiatives
- Ability to encourage, inspire and support others to deliver
- Ability to understand how individuals, at all levels, operate and how best to use that understanding to achieve objectives in the most efficient and effective way

- Provides clear direction to volunteers in relation to goals and articulate where the goals fit with the organisational strategy

Innovation

- Embraces change by being flexible and enthusiastic to new ideas
- Brings all groups of volunteers together to identify inefficiencies and bring ideas for change to Senior leads in Dept.
- Strives to continually improve own processes and service area
- Puts forward proposals and develops strategic implementation plans to introduce new and improved ways of operating
- Demonstrates creative ways to implement low cost people development tools

Problem Solving and Decision Making

- Acts quickly to address urgent matters
- Anticipates problems and issue and takes preventative action to address them
- Has basic finance and budgeting knowledge and draws on this to make decisions
- Ability to make decisions in challenging situations
- Accurately anticipates likely consequences of actions and decisions