JOB DESCRIPTION & PERSON SPECIFICATION

Fundraising Volunteer Co-ordinator
0.6WTE Specified Purpose Contract (Approx. 2 years)
Based in Harold’s Cross with travel to Blackrock
Board of Directors Funded

Founded in 1879 by the Sisters of Charity
JOB DESCRIPTION

TITLE: Fundraising Volunteer Co-ordinator

REPORTING TO: Senior Campaigns and Events Manager

SALARY SCALE: Department of Health and Children salary scales apply: Grade IV per annum pro rata

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: The contracted hours will be 22 hours per week. The normal working hours, which may vary in accordance with Department needs, will be notified to you by the Head of Department.

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 two sites; Harold’s Cross and Blackrock. 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 Hospice approximately one day a month or as required.

ETHICAL CODE: The post holder is requested to respect the special charisma, 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/residents or other hospice 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.

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 the organisational Strategic Plan. This position involves public and interpersonal relationships with volunteers, staff, patients / residents, families and the local community.
Main Responsibilities

The Volunteer Coordinator will have the following responsibilities:

- Represent and act as an ambassador of OLH&CS at all times.
- Work within the Campaigns and Events and wider Fundraising and Communications Team across both Blackrock and Harold’s Cross Hospices.
- To be the primary point of contact for all Fundraising Volunteers within the Fundraising and Communications Department.
- Work alongside the ‘Patient Care’ Volunteer Department as appropriate.
- Responsible for recruiting, interviewing, screening, selecting, assigning and coordinating Fundraising volunteers, as required for specific fundraising activities / events / campaigns across both Harold’s Cross and Blackrock hospices as required.
- This role will be responsible for recruiting adequate numbers of Fundraising Volunteers as required for specific campaigns / events.
- Manage volunteer team leader roles as required for various events.
- Responsible for the development and implementation of Fundraising volunteer training and orientation.
- Responsible for maintaining accurate and legal documentation of every Fundraising volunteer in the CRM database and in line with current data protection legislation.
- Develop, update and maintain Fundraising volunteer policies and procedures as required and in line with current data protection legislation.
- Maintain adequate and on-going documentation of Fundraising volunteer services / updating the Fundraising Volunteer Section on the main website.
- Manage all Fundraising Volunteer ‘Thank You’ events / activities.
- Manage all Fundraising Volunteer Communications.
- Play an active role in showcasing the role of the Fundraising volunteer within OLH&CS and plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization.
- Identify areas of on-going Fundraising Volunteer training and development needs as required and implement training as necessary.
- Promote the retention of Fundraising volunteers.
- Ensure every Fundraising volunteer works in a safe, healthy and supportive environment in accordance with all appropriate legislation and regulations.
- Generate / update appropriate Fundraising Volunteer role descriptions based on needs of the events / campaigns calendar.
- Management of the Fundraising stockroom.
- Working with the wider events team – management of stock control pre / post events.
- Management of campaigns and events activities as carried out by Fundraising Volunteers.
- Management of Fundraising Volunteer Coin Box campaign.
- Management of the Fundraising Volunteer Donor Care Hub – Volunteer lead telemarketing.
- Management of the Fundraising Volunteer budget.
- Attend fundraising events as appropriate.
- Provide regular reporting across all areas of responsibility.
- Perform other duties as assigned by the Senior Campaigns and Events Manager / the Director of Fundraising and Communications.

General

- To have a working knowledge and adhere to departmental and organisational policies at all times.
- Liaise internally with other OLH&CS departments for the benefit of all fundraising strategies & events.
- To ensure confidentiality in all matters of information obtained during the course of employment.
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 head of Department.
- 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 and ensure colleagues do likewise.

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 him/her from time to time and to contribute to the development of the post while in office.

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

<table>
<thead>
<tr>
<th>Factors</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Qualifications</strong></td>
<td>• Relevant third level qualification (Degree level or higher).</td>
<td>• A relevant professional qualification in the area of Volunteering.</td>
</tr>
<tr>
<td><strong>Experience</strong></td>
<td>• Minimum of 2 years, in the last 5 years, relevant experience in volunteer management</td>
<td>• Experience working in not for profit or charity sector.</td>
</tr>
<tr>
<td></td>
<td>• Experience and knowledge of current trends, resources, and information related to volunteerism.</td>
<td>• Experience of delivering presentations and of teaching/training groups.</td>
</tr>
<tr>
<td></td>
<td>• Experience of the management of volunteer resources.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Competent and confident IT skills - Word, Excel, Power Point and e-mail.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Familiar with CRM Software.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Familiar with data protection legislation.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Experience in data management.</td>
<td></td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
<td>• Full valid driving license.</td>
</tr>
</tbody>
</table>

## 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