St Cuthbert's Hospice

Making every day count since 1988

Application Information Pack

Administrator – Volunteers Service (18 months Fixed Term Contract) HRA0923

Closing Date 18.09.23 | Interview Date TBC

If you have not heard from us by 21/09/2023, please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Administrator - Volunteers Services.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advise. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by Care Quality Commission (CQC) .

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

Paul Marriott
Chief Executive.

About Us

Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

Our Mission

To make every day count for those affected by life-limiting illnesses.

Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.

Better Health at Work Award
Maintaining Excellence

disability confident COMMITTED

Carer Friendly Employer
Commitment Mark

County Durham Volunteering

About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity.
Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

1. To enable people at the very end of life to achieve a good death in the place of their choosing
2. To enable people living with a life-limiting illness who use Hospice services live well and make every day count
3. To provide information and support that careers of people with life-limiting illnesses need to provide the care they want to provide
4. To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
5. To break down the taboos associated with dying, death, loss and grief

About The Role

Would you like to work for a professional and compassionate organisation that values individuals and their contribution to "making every day count for those affected by life-limiting illnesses"? An excellent opportunity has arisen for someone to join our HR / Central Support team, to contribute towards providing St Cuthbert's with a first-class service. The post-holder will work closely with our newly appointed volunteers, carrying out all admin tasks in relation to their recruitment, training, and induction. They will also provide admin support to our central support team, assisting our Governance Manager with our regular sub-committee meetings.

The successful candidate will be organised, methodical, have attention to detail and be able to work both in a team and on their own initiative. They will be able to act as the first point of contact with the Volunteers and Central Support teams, providing a confidential and effective administration service.

If you have the knowledge, skills and experience we are seeking, can demonstrate our values and are motivated and ready for a challenging and rewarding job then we would love to hear from you.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

"I feel privileged to work at the Hospice."

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

Claire Sewell – Volunteer Services 0191 3741170

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email recruitment@stcuthbertshospice.com

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.

Job Description

Administrator – Volunteers Service

Department: Enabling Services

Grade: 2

Responsible to: Volunteer Services Manager

Hours: 37.5 hours per week

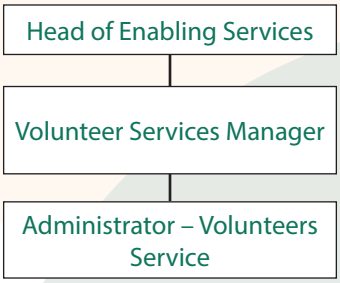
Salary: £20,375

Contract: Fixed Term Contract – 18 months

Aim

To provide a full range of administrative support for the volunteering function at the Hospice, including the recruitment and on-boarding of volunteers, ensuring that all volunteer records are up to date, accurate and comply with data protection legislation.

Organisational Chart



Key Responsibilites

Communication and relationships

- Engage with staff and volunteers across all departments and levels to build and maintain good working relationships
- Deal with/respond to internal and external queries from volunteers and managers by telephone, in person or via email/written correspondence
- Attend and engage in team and 1-1 meetings as required

Analytical and judgemental skills

- Attention to detail to proof-read documents, such as adverts, job descriptions, contracts of employment, etc
- Support the HR Manager with the co-ordination volunteer experience through volunteer surveys.

Planning and organisational skills

- Co-ordinate the recruitment and on-boarding process to ensure volunteers start as soon as possible. This involves sending out information about volunteering opportunities, liaising with managers, sending out letters and issuing ID Badges.
- To assist with routine administration, e.g. scanning, photocopying, e-mailing.
- Co-ordination of various events throughout the year including the co-ordination of mandatory training for volunteers keeping all relevant parties up to date with arrangements.

Physical skills

- Advanced keyboard skills with attention to detail

Patient/Client Care

- Communicate effectively and sensitively with our guests

Policy and Service Development

- Propose and comment on changes which apply to own area of work
- Contribute to policy and service developments in own area as and when required
- To be conversant and comply with the Hospice Health and Safety Policy and report as necessary any untoward incident or hazardous event.
- To be aware of and adhere to all Hospice Policies and Procedures.

Financial and Physical Resources

- Exercise personal duty of care when using expensive equipment such as computers, photocopier and printers.
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met
- Ensure all computer terminals/printers are switched off and regularly maintained

Human Resources

- Demonstrate tasks, provide practical help and support in own areas of work to new or less experienced employees or volunteers including as part of departmental induction
- Co-ordinate and delegate tasks to HR volunteers as appropriate to support the delivery of an effective HR service
- Participate in induction, annual appraisal, mandatory training and personal development relevant to the role

Information Resources

- Ensure relevant key performance indicator information is obtained and entered onto the workforce database on a daily/weekly basis to allow the preparation and analysis of reports to meet specified deadlines
- Set up and maintain a personal file for every new volunteer and ensure that these are accurately maintained and kept up to date

Research and Development

- Continually look for ways to improve the quality of the service we provide to our customers.

Freedom to Act

- To manage and prioritise own workload in line with department processes and annual plan to ensure deadlines are met referring any issues to the HR Manager as necessary. Outcomes are assessed by the HR Manager.

Effort & Environment

Physical

- Sitting in a restricted position for long periods can occur throughout the working day
- Occasional requirement to transport or erect display boards in preparation for events

Mental

- The nature of Human resources related work is such that attention to detail is required. As there can be frequent interruptions eg visitors and telephone calls good concentration and prioritisation skills are essential.

Emotional

- There is occasional exposure to distressing or emotional circumstances e.g. dealing with a recently bereaved volunteer.

Working Conditions

- While the post is predominantly office based there may be a rare occasional requirement to visit other outlets, organisations and attendance at events

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

Job Description Agreement

Signature of Post holder: ..... **Date:** .....

Signature of Manager: ..... **Date:** .....

Person Specification

Post Title:	Administrator – Volunteers Service	**Grade: 2**	**Department:** Enabling Services	
Criteria relevant to the job	**Essential** Requirements necessary for safe and effective performance in the job	**Method of Assessment**	**Desirable** Where available, elements that contribute to improved/immediate performance in the job	**Method of Assessment**
Qualifications and Training	Good standard of general education including GCSE (or equivalent) in Maths and English	Application form	NVQ 2 in customer care or administration	Application form
Experience	Previous administrative/secretarial experience preferably gained in HR setting equivalent to NVQ level III business administration Managing a diverse workload Experience of creating and maintaining electronic and paper filing systems to improve the efficiency of the team or department. Experience of inputting data into database and retrieving information Effective working on own initiative as well as part of a team	Application form References	Previous experience working with or as a volunteer Previous experience in administration, particularly recruitment Establishing new office systems and procedures	Application form References
Skills and Knowledge	Good working knowledge of, and competent at advanced level in using, MS Office Suite, especially Word and Excel Knowledge and appreciation of information governance, data protection and confidentiality Ability to maintain accurate administrative records and systems Ability to communicate, sensitively, effectively and engage in discussion with all levels of staff Effective, planning and organisational skills Effective interpersonal and communication skills with those internal and external to the Hospice	Application form and interview	Producing and analysing reports from databases	

Person Specification

Post Title:	Administrator - Volunteer Services	**Grade: 2**	**Department:** Enabling Services	
Criteria relevant to the job	**Essential** Requirements necessary for safe and effective performance in the job	**Method of Assessment**	**Desirable** Where available, elements that contribute to improved/immediate performance in the job	**Method of Assessment**
Personal Attributes	Presents a professional image and acts professionally at all times Self-disciplined and motivated Ability to work unsupervised to prioritise work, meet deadlines and work under pressure Ability to multitask Flexible approach to work Supportive and Effective team player Demonstrates sensitivity to the needs of individuals and groups. Able to exercise discretion and be diplomatic Customer-focussed Ability to be persistent but polite in seeking information from others Demonstrate the values of St Cuthbert's Hospice	Interview		
Special Requirements	Able to consistently achieve a high level of accuracy and careful attention to detail in work undertaken Ability to maintain a very high standard in the content and presentation of their work Maintain confidentiality at all times	Application form, interview		

Signature of Post holder: ..... **Date:** .....

Signature of Manager: ..... **Date:** .....

Accessible Information

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.

St Cuthbert's Hospice

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