

## Job Description

<b>Title:</b>	Community Engagement Adviser (NHS Voluntary Services)
<b>Hours:</b>	37.5 hours per week
<b>Office Base:</b>	Carers Plus Yorkshire, Snainton
<b>Area of Coverage:</b>	Scarborough, Whitby and Ryedale
<b>Accountable to:</b>	Chief Executive Officer
<b>Line Management:</b>	Service Manager (Communities)
<b>Contract:</b>	Fixed for 1 year

### Job Summary:

The Community Engagement Adviser (NHS Voluntary Services) will undertake specific operational responsibilities with respect to the recruitment and support of NHS Volunteers. Nested within our core Community Services team, your role and the volunteers you work with will be supporting NHS hospital teams in Scarborough, Malton and Whitby Hospital. This new partnership is an exciting opportunity for Carers Plus Yorkshire to demonstrate the added value of a charity working closely with the Healthcare sector.

You will have the following core responsibilities:

- Work on CPY's behalf to represent our flagship partnership with Humber Teaching NHS Foundation Trust (HTFT) Voluntary Services in the North Yorkshire area - working closely with the CPY wider team and the Voluntary Services Lead (based in HTFT HQ)
- Develop and implement a recruitment strategy to ensure the service has sufficient trained volunteers to reduce system pressures for the relevant NHS teams
- Support all volunteers recruited through their initial induction/training phase and onto their longer-term volunteering role
- Work with NHS teams to develop appropriate and impactful volunteering opportunities and activities (as appropriate).

The role will require you to be a confident communicator, successful in partnership working, able to drive forward a new development and have a proven track record of volunteering support.

## **Key Duties:**

### **For the Volunteers:**

- To establish a familiar presence within NHS settings on behalf of CPY
- To work on the development of an effective recruitment strategy and drives to attract interested volunteers into the NHS volunteering programme
- To confidently support all interested volunteers through the required recruitment processes - where appropriate supporting volunteers to become sufficiently IT confident to complete online training (and subsequent training updates)
- To support the development of the induction process by looking at, and addressing any skills gaps amongst the volunteer pool
- To introduce and support volunteers on an on-going basis to succeed in role
- To regularly review progress and offer supervision to the volunteers on an individual and small group basis
- To keep all volunteers updated through the Voluntary Services Newsletter (produced centrally through HTFT Voluntary Services); ensuring NY volunteers are represented in articles/inputs
- To agree, plan and implement a process of impact measurement to capture the journey of the volunteer
- To offer independent information, advice and signposting to ensure volunteer challenges and barriers are being addressed
- To ensure all volunteers are infection-control compliant and the latest NHS/Government COVID guidelines are adhered to
- To ensure volunteers feel a sense of community with the wider HTFT volunteering network (and CPY should they wish)

### **For the NHS teams we support:**

- To establish a familiar presence within NHS settings on behalf of CPY
- To become the face of CPY and HTFT Voluntary Services in the three settings identified for support (Scarborough, Whitby and Ryedale)
- To establish strong working relationships with a range of departments keen to enlist the support of volunteers
- To establish a rota of volunteering that marries with the needs of the departments/wards
- To develop clear role descriptions and engagement opportunities to ensure all parties are clear with the potential outcomes of the volunteering experience
- To work with colleagues to establish impact measures
- To enable better use of IT provision within the department /wards (iPads/tablets) – ensuring accessibility for patients and volunteers to complete communications online (including Friends and Family Test)
- To establish a positive relationship with the HTFT Voluntary Services team; sharing plans and learning with sites across Hull and East Riding
- To support the development of Carers Champion provision across engaged departments / wards
- To offer a wider information sharing and signposting service for the NHS team (and patients as appropriate)

## General

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
3. To maintain monitoring and recording systems, using Charitylog data base (training given)
4. To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, carers and other agencies.
5. To support the work of individual CPY volunteers as required and requested.
6. To advise Carers Plus Yorkshire of ways to improve its own service and other services for local carers, using knowledge and experience gained from carers themselves, and to record unmet need.
7. To comply with Carers Plus Yorkshire's policies and procedures
8. To identify and agree with his/her Line Manager his/her own training and development needs and seek ways to address them.
9. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
10. To provide appropriate cover for staff absences.
11. To represent Carers Plus Yorkshire at a local or regional level when required.
12. To work with the whole team to support promotion of CPY services and to undertake any tasks required to raise awareness of the services offered.
13. To take responsibility for specific pieces of 'project' work in line with agreed project work plans and in agreement with the Service Manager.
14. Any other duties as required to support the organisational priorities and Business Plan, in agreement with the Service Manager and Chief Executive Officer.
15. To be flexible with contracted hours as required by carers and Carers Plus Yorkshire and in agreement with Line Manager.