

## JOB DESCRIPTION

<b>Job Title</b>	Young Volunteers Programme Assistant
<b>Department</b>	Volunteering
<b>Reporting to</b>	Young Volunteers Programme Coordinator
<b>Reports to you</b>	N/A
<b>Hours of Work</b>	Full-time - 37.5 hours per week not including breaks
<b>Contract type</b>	6 months contact commencing July 2022
<b>Date</b>	April 2022

### The Royal Free Charity

#### Our vision

Our vision is for everyone served by the Royal Free London NHS Foundation Trust (RFL) to have access to world-leading healthcare, delivered by a thriving workforce, and driven by medical research that has a global impact. We support the 10,000 staff of the RFL and their 1.6 million patients across Barnet, Chase Farm and Royal Free hospitals and more than 30 NHS services.

#### What we do

Through the services we provide, and the programmes and equipment we fund, we make a profound and immediate difference to patients' experiences of care. Our volunteering, support hub, and complementary therapy teams enhance the hospital journey for all patients – whether they live locally or come from further away to access the trust's specialist services. Our support of the RFL workforce enables staff to perform at their very best. Spanning individual professional development and training through to organisation-wide interventions, our initiatives bolster employee resilience and mental health so staff can achieve the best outcomes for patients. We fund ground-breaking research with the potential to change people's lives, whether it's through our small grants programme or delivering major capital funding appeals.

#### Our approach

We are a solution-focused strategic partner to the RFL, helping our hospitals to go further and faster than the NHS could do alone. We believe funding decisions should be made based on strategic priority and impact, with a strong focus on co-production.

The Royal Free Charity (the Charity) invests in:

- Enhanced support for patients
- Vital support for our staff

- Ground-breaking research and innovation
- Cutting-edge medical equipment

## **The generosity of our donors, fundraisers and volunteers enables us to do this.**

The Charity, which employs about 80 people, is working towards becoming an employer of choice.

### **Volunteering Team**

The volunteering team is responsible for providing meaningful and impactful volunteering opportunities whilst delivering services that improve the experiences of staff and patients in the hospitals. The department is split into two teams, one at the Royal Free Hospital and the other covering Barnet Hospital and Chase Farm Hospital. The young volunteers programme runs in parallel to the core volunteering programme across all hospital sites so the young volunteers programme coordinator and assistant work across both teams.

The young volunteers programme (16 to 23 year olds) is split into two key opportunities: weekly volunteering for 6 months (at any of RFL's hospital sites) or a 2-week intensive volunteering opportunity over the summer holidays (at the Royal Free Hospital and Barnet Hospital). We also anticipate an additional two opportunities for young people to be running at the Royal Free Hospital – a supported volunteering programme for young adults with additional needs in partnership with Project Choice and volunteering opportunities for the local NHS Cadets programme.

The purpose of the Young Volunteers Programme Assistant role is to support the Young Volunteers Programme Coordinator with the smooth running of the above opportunities for young people at the Royal Free Hospital and Barnet Hospital.

### **Principal accountabilities / responsibilities: -**

#### **Key responsibilities:**

- To assist with the recruitment, induction and placing of young volunteers into appropriate volunteering roles across the Trust
- To assist with the training, development and settling in of new young volunteers. Further checking in with them regularly to ensure that they are getting the most they can from their volunteering opportunity
- To be flexible in the offer of support for different young volunteers based on their needs, encouraging them to develop in their volunteering experiences
- To liaise with the Trust staff and patients to help gain feedback on the impact of the young volunteers
- To support with the collection of feedback and impact measurement from the young volunteers about their experiences to evaluate the programme and report on progress.
- To support with answering enquiries about the programme
- To support with the collection of photographic and written content for internal and external communications about the young volunteers programme

## Key relationships:

- Members of the volunteering team - to ensure that the young volunteers programme runs in harmony with the wider volunteering programme at the Royal Free Charity
- The young volunteers that are taking part in the volunteering programme - to gain their feedback on their experiences and the impact of the experience on themselves
- Key members of Trust staff - to develop opportunities for and measure the impact of young volunteers
- Members of the Royal Free Charity's engagement and communications team - to provide content for internal and external use.

## Other:

- To build relationships across the Charity and the Royal Free London to enable own work, and engage with internal and external stakeholders to raise the profile of the programme.
- To take time for personal development, contributing learning and ideas to the wider team.
- To deputise for the young volunteers programme coordinator as appropriate.
- To work unsupervised
- To work to tight deadlines and deliver results
- To have a positive professional work attitude
- Be highly motivated and able to take the initiative
- Be enthusiastic and passionate for the Charity / Hospital environment
- To have a strong affinity with the NHS and philanthropic values
- To have attention to detail
- To support your team and your other colleagues
- Attend meetings and training as required
- Be flexible and respond to the needs of services
- Attend supervision on a regular basis with the line manager
- To treat everyone equally, regardless of class, age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sexual orientation, or any other equality characteristic
- Read and adhere to the Charity policies, including the dress code, and all relevant legislation and ensure that any team members who report to you do the same
- Be aware of and have a good understanding of Health and Safety at Work and the Fire Procedure and understand the correct action to be taken in the event of a fire
- To work to the Charity's Vision and Mission
- To undertake any other tasks commensurate with the role
- Having COVID19 vaccination will be a condition of employment unless exempt. It will apply for those who may work within the Royal Free London Hospitals and/or have contact with patients or services but are not directly involved in their care and/or who have face-to-face contact with patients and service areas with routine and regular access to patient care areas for the purposes of their work.

## Person Specification

### Qualifications, experience, skills & knowledge

#### Qualifications

- CSE/GCSE in Maths and English or equivalent

#### Experience

- Previous experience in, and enthusiasm for, working with young people, including those with additional support needs such as autism or learning disabilities.
- Previous experience operating in a multicultural environment
- Demonstrable experience of working collaboratively with others on a project with complex needs
- Experience in leadership positions and presenting to small groups is advantageous

#### Skills & knowledge

- Strong interpersonal skills and ability to build supportive and trusting relationships with people of a variety of ages and backgrounds.
- Strong IT skills, particularly in MS Office products. Confidence in learning how to use new IT systems and databases
- Strong organisational and time management skills
- Ability to empathise and support young people positively and flexibly according to their needs
- To have excellent communication skills both verbally and written
- To have excellent literacy and administrative skills
- Confidence to learn new administrative systems and skillsets independently
- Equal Opportunities awareness and commitment to these principals
- Able to deal with sensitive information in a confidential and professional manner
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- To have a good understanding of Equality, Diversity and Inclusion.

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.