

There has never been a more exciting time to join the HEY Smile Foundation team. Our work spans across the Voluntary, Community and Social Enterprise Sector (VCSE), as well as connecting opportunities with the private and public sector.

We are connected, joining assets to community knowledge, creativity and inspiration. We are helping VCSE organisations of all shapes and sizes be heard and play a part in solutions, not just highlight community problems.

We have grown significantly in the last 11 years but are still agile enough to respond to the communities need, not prescribe the same methodology *'because that's what has always been done'*.

We are sustainable in our own right. Whilst developing others, we have ensured we had one eye on our own platform, securing £3m in assets and generating an average of £800k turnover a year in earned income to by masters of our own destiny and focus on the Wow not Woe in our communities across the Hull and the East Riding.

Covid 19 has provided us with an opportunity to share our way of working further and in the East Riding we are seen as a community lead and the *Go to Charity*, now more than ever. We are proud to say we now have the strongest charitable board in the region, and likewise we have a team of highly skilled and proactive charity leaders.

In response to the commencement of the Covid-19 Vaccination programme, we set up a Meet and Greet Volunteer programme, initially to support the vaccination hubs across the East Riding of Yorkshire. These volunteers are offering a friendly face and a helping hand for those attending for their vaccinations, either at a centralised hub, or in GP' practices. From a small start, we now are supporting more than 15 vaccination sites, with more coming on board, and have nearly 500 active volunteers. In addition, we are working with Hull City Council to support local Lateral Flow Testing activity.

The vaccination programme is due to roll out throughout the majority of 2021.

To ensure that the Meet and Greet volunteer programme reaches its full potential, we are recruiting a Meet and Greet Volunteer Coordinator.

Working closely with the Programme lead, the Volunteer Coordinator will be responsible for the day to day running of the Meet and Greet programme, ensuring that it continues to meet the needs set out by the Humber Coast and Vale Partnership, Hull City Council, City Health Care Partnership and other bodies who require the support of volunteers.

Role Profile

1. Job title: Meet and Greet Volunteer Coordinator
- Location: HEY Smile Foundation, providing support across the East Riding
- Reports to (Job Title): Programme Lead
- Salary scale: £23,000 – £24,000
- Working Hours: 37.5 hours per week
- Contract Duration: 6 months fixed term with for a potential for extension to 12 months subject to funding
- Closing date: Midnight 28th April 2021
- Interview date: 7th May 2021
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2. Purpose:

To ensure the smooth running of the Covid-19 Meet and Greet Volunteer Programme and Lateral Flow Testing Volunteering across Hull and East Yorkshire.

3. Joint responsibilities:

- Uphold and invest in the HEY Smile Foundation Vision, Mission and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundations work.
- Listen to community needs, and work within a team to create co-developed solutions, ensuring education, development and investment is not done too but done with communities.
- Continually develop your skills to meet the needs of our evolving community needs.
- Be agile in your working, continually developing your skills to meet the needs of our evolving communities.
- Continue to help position Smile as the 'Go To' Charity in Hull and East Yorkshire.
- Gain and maintain a strong working knowledge of the volunteer database, Volunteer Your Way to maximise its potential.
- Develop case studies and impact reports, to ensure we are displaying our value to the PCNs and CCGs across Hull and the East Riding.
- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic and participative, encouraging cross team working and initiatives
- Maintain an up to date knowledge of national best practice, policy and guidance for volunteering.
- Represent HEY Smile at strategic meetings across the region and at times nationally.
- Undertake all other reasonable requests made via the CEO and Heads of Department.

4. Key role responsibilities

- Attend site visits as required
- Lead on recruitment of volunteers to ensure there are enough volunteers to fulfil the needs of the service.
- Liaise with the Comms team regarding social media recruitment drives
- Ensure all volunteer records are kept up to date.
- Day to day supervision of the project, including Project Assistant

Liaise with Hub leads and Practice Managers and other Stakeholders

- Work with Project Assistant to ensure that shifts are added in good time to the Volunteer Your Way (VYW) system
- Follow up with volunteers making sure that gaps are filled where volunteers cancel at short notice.
- Ensure that all appropriate equipment is provided in a timely and effective manner
- Ensure that sign in sheets are completed for each day, and that the volunteer impact forms are returned with appropriate follow up completed.
- Work with PCN's to ensure a good working relationship between PCN's and the Volunteer Programme
- Ensure that site risk assessments are completed, and follow up on actions as required.

Managing and supporting the Volunteers.

- Regularly and consistently reply to volunteers' queries and feedback.
- Provide regular feedback from the Hub leads
- Hold regular catch ups
- Thank them appropriately via the VYW system and through emails
- Assess their need for further training and development
- Ensure their records are kept up to date on the VYW system
- Overview of safeguarding other statutory responsibilities

Cover for CallER Collective coordinator when on annual leave

Create weekly/fortnightly/monthly reports on Volunteer Your Way for all stakeholders and internal Comms

- Number of shifts completed/volunteer hours/ vacant slots etc

Other requests as reasonably required, as requested by Programme Lead or Head of Department.

5. Decisions that the job holder typically makes may cover the following areas:

- (Resource management) How to maximise resources efficiently
- (Development of skills) Training requirements for communities to which you are engaged
- (Finance) Development of budget requests to Head of department to fulfil desired outcomes
- (Time management) Prioritisation of your own time to meet outcomes

- GDPR and Safeguarding responsibility
- Escalation of work to Heads of department

6. Outcomes based

HEY Smile are working towards being outcomes focused. There is a lot of learning and development still to be concluded, but with this in mind your contracted hours are 37.5 per week. You will be asked to attend on and offline meetings weekly with your line manager and colleagues setting agreed outcomes for the period. However the way in which you distribute these hours across your working week is flexible, and strong communication with your Line Manager is key.

7. Knowledge, skills and experience required by the job holder:

Taking on a role with Smile, you will be seen as a leader in the East Riding voluntary, community and social enterprise sector, delivering capacity and capability support. You will form part of a team of experts, who share their skills and expertise alongside our partners across the private, public and voluntary sector, maximizing resources for our inspiring communities.

Essential	Assessment
Excellent communication skills in particular verbal communication and good written communication to a variety of people (volunteers, service users, council leaders, NHS teams etc.)	Cover letter/CV and interview
Self-motivated and able to work under own initiative.	Cover letter/CV and interview
Attention to detail with ability to write concise reports, case studies, blogs	Cover letter/CV and interview
Experience supporting volunteers, managing their development needs and safeguarding responsibilities.	Cover letter/CV and interview
Ability to form and maintain appropriate relationships with cross sector organisations	Cover letter/CV and interview
Ability to manage own priorities and manage own workload to agreed deadlines, budget and quality standards.	Cover letter/CV and interview
Good general IT skills, in addition be able to professionally operate meetings via, Zoom and Microsoft Teams.	Cover letter/CV and interview
Be confident in dealing with difficult situations	Cover letter/CV and interview
Desirable	Assessment
Volunteer Management qualification	Cover letter/CV
Experience of working with databases and customer relationship management systems	Cover letter/CV and interview
Experience of developing, delivering and evaluating training courses or workshops in community settings	Cover letter/CV and interview

You must have a full driving license and access to a car. Although HEY Smile Foundation offers flexible working, the place of work will remain HEY Smile Head Quarters, Queens Gardens, Dock Street, Hull, HU1 3AE. **Parking is not available*

Meet and Greet Volunteer Coordinator



Please get in touch if you would like to have an informal conversation to find out more. We'd love to hear from you. Please contact:

Jenny Preston
Programme Lead Vaccination Hubs and Lateral Flow Testing Volunteers
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To apply for this role, please e-mail your CV with a covering letter/e-mail to recruitment@heysmilefoundation.org

This document is written to summarise the key responsibilities of the job holder. It is not intended to be exhaustive and the job holder may be required to do more than is listed here within reasonable parameters.

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