

JOB DESCRIPTION

JOB DETAILS	
Job Title	Operational Support Officer (Voluntary Services)
Reports to	Voluntary Services Manager
Band	Band 4
Department/Directorate	FORCE/Cancer Services

JOB PURPOSE
<p>Job purpose</p> <p>FORCE is a local cancer charity working to support anyone affected by a cancer diagnosis. The post holder will help coordinate and implement FORCE's programme of voluntary services and Support and Education Programmes. The postholder will offer practical daily support to volunteers who are at the heart of the organisation's welcome and reception services, as well as offering some targeted administrative support to FORCE's Support Services team.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p><u>Voluntary Services</u></p> <ul style="list-style-type: none"> • Help ensure FORCE volunteers have a rewarding experience, feel well supported and valued as individuals as well as part of our wider team. • Ensure that all personal information relating to volunteers and service users is correctly recorded and maintained as per general data protection regulations - GDPR. • Contribute to the planning of weekly and volunteer rotas for the Centre, FORCE@ locations, RSV groups and hospital-based activities. • Co-ordinate the morning set up for volunteers as required. • Provide cover for the service in the absence of the Volunteer Manager. • Ensure mandatory training for volunteers is kept up to date. • Update relevant policies, guidelines and handbook for volunteers. • Support the running of Induction sessions for new volunteers. • Assist with the running of the snack bar, updating documents and helping with orders, items and help needed by the volunteers. • Attend multidisciplinary meetings, and other meetings – taking notes as required. • Ensure volunteering best practice is followed and maintained. • Assisting with the organisation of volunteer meetings and events. • Promote the benefits of volunteering with the Charity. • Identify opportunities to promote FORCE volunteering on social media. <p><u>Operational Support</u></p> <ul style="list-style-type: none"> • Assist with the planning of support and education groups. • Co-ordinate all associated admin in relation to support and education groups and keeping the database up to date. • Responsible for contacting and updating clients via email, telephone or face to face. • Liaise with Role Specific volunteers and FORCE facilitators. • Responsible for contacting and updating patients via email, telephone or face to face. • Negotiate bookings and liaise with venues for groups using non FORCE settings. • Help to keep posters and leaflets relating to groups up to date, well stocked and visible.

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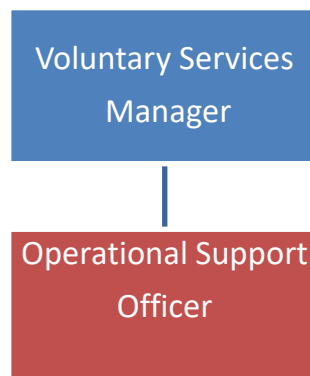
- Create any posters or leaflets as necessary.
- Contribute to administrative duties for the Support Services team eg contacting clients about appointments; booking appointments on the FORCE database; and working with the operational systems to support the smooth running of FORCE's services.

KEY WORKING RELATIONSHIPS

The post holder help support a large team of volunteers who operate in the following areas:

FORCE Cancer Support Centre
 FORCE@ locations
 Hospital Oncology Snack Bar
 Oncology Day case unit
 Oncology Ward
 The FORCE Shop

ORGANISATIONAL CHART



FREEDOM TO ACT

- Confident in own judgement and initiative, but will ask for help or advice if needed
- Work is managed, varied and requires some interpretation of policy and guidelines

COMMUNICATION/RELATIONSHIP SKILLS

- Communicate effectively with staff, volunteers, suppliers, supporters and other stakeholders through in person discussion and print and digital contexts. On occasions patients and volunteers will have some sensitive issues they may want to share which will need compassion and understanding from the post holder.
- Proactively manage email communication with volunteers, clients, other organisations and staff.
- Excellent listening skills and ability to empathise with sensitive situations for both patients and volunteers alike.
- The skill to be able to adjust your style of communication and be tactful to ensure the best working relationships at all times.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analytical and interpretation skills to review email communications and respond appropriately
- Daily requirement to help resolve queries relating to voluntary services and FORCE support groups

PLANNING/ORGANISATIONAL SKILLS

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<ul style="list-style-type: none"> • Prioritise day to day work-load with limited supervision • Respond to last minute changes in operational needs eg administration for our Retreat Days • Preparation of five different volunteer rotas, some are generated through our database, and others which are populated manually and must be kept updated to reflect availability of volunteers • Organise cover at short notice for volunteer rotas ensuring that all areas have sufficient volunteer support and that all necessary adjustments are made in a timely manner. • Contribute to voluntary services planning and FORCE strategic plan • Deputise for voluntary services manager and make adjustments to plans and rotas if required
PATIENT/CLIENT CARE
<ul style="list-style-type: none"> • Regular contact with patients visiting the Centre, signposting and providing non-clinical advice when required
POLICY/SERVICE DEVELOPMENT
<ul style="list-style-type: none"> • Implement existing policies and propose changes to working practices in own area. • Contribute to planning and development of voluntary services and FORCE support groups
FINANCIAL/PHYSICAL RESOURCES
<ul style="list-style-type: none"> • Explain financial processes to volunteers at reception/ the Oncology snack bar and assist with ad hoc queries they may have. • Supporting volunteers in handling cash as required by sales of cards/products etc.
HUMAN RESOURCES
<ul style="list-style-type: none"> • Contribute to the induction and training of FORCE volunteers across the whole charity. • Supervise volunteers in the absence of Voluntary Services Manager • Responsible person to oversee usual role of Group Lead when one is not available. Deputise for support group lead to ensure groups run smoothly and are adequately populated.
INFORMATION RESOURCES
<ul style="list-style-type: none"> • Help to ensure information and resources are well stocked for support and education groups • Daily data entry inputting information to database including managing appointments where appropriate. • Maintaining accuracy of volunteer and client data. Contributes to improvements to financial systems in own area of work.
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> • Contributes to the development of new systems/processes relating to volunteer management and FORCE support groups
PHYSICAL SKILLS
<ul style="list-style-type: none"> • Some manual handling to move stock and set up rooms • Excellent dexterity and well-developed typing skills, ability to complete data entry tasks accurately and competent in using hot keys and shortcuts.
PHYSICAL EFFORT
<ul style="list-style-type: none"> • Frequent requirement for sitting in a restricted position. • Inputs at keyboard for most of the day. • Some manual handling of stock deliveries in accordance with manual handling training.
MENTAL EFFORT
<ul style="list-style-type: none"> • Ability to concentrate on projects and tasks that need focussed input but also being flexible to manage unpredictable and regular interruptions from volunteers needing support and advice for

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patients/visitors ranging from a quick query to a time-consuming matter that may need following up/further action.

EMOTIONAL EFFORT

- The role can occasionally be emotionally demanding or distressing as from time to time the post holder will be involved with patients/carers where a recent cancer diagnosis is being discussed and the emotions that are surfacing.

WORKING CONDITIONS

- Working conditions are mainly office based within a shared office with occasional travel to outreach locations in community hospitals
- Use VDU for large part of the day.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

To undertake other duties in line with this role

You are expected to comply with Trust Infection Control Policies and conduct yourself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from

harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
NVQ level 4/ or able to demonstrate equivalent experience and skills.	E	
A minimum of 5 GCSEs (or equivalent) including Maths and English	E	
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> Ability to handle sensitively, and with compassion, the needs of our locally-based volunteers, patients, and other stakeholders 	E	
<ul style="list-style-type: none"> Ability to encourage and motivate others. 	E	
<ul style="list-style-type: none"> Excellent oral and written communication skills. 	E	
<ul style="list-style-type: none"> Ability to handle complex enquiries from sometimes distressed and anxious clients. 	E	
<ul style="list-style-type: none"> Able to plan and prioritise own workload effectively and respond to changing demand, to achieve agreed results within a set timescale 	E	
<ul style="list-style-type: none"> Able to build effective relationships with volunteers and staff across the organisation. 	E	
<ul style="list-style-type: none"> Knowledge of and commitment to the work of FORCE. 	E	
<ul style="list-style-type: none"> Ability interpret, follow and implement FORCE policies and Code of Conduct. 	E	
<ul style="list-style-type: none"> Understanding of and commitment to data protection, safe guarding and confidentiality issues. 	E	
<ul style="list-style-type: none"> Excellent spoken and written English, with the ability to communicate sensitively and with compassion and clarity. 	E	
<ul style="list-style-type: none"> An understanding of and a commitment to equal opportunities. 	E	
<ul style="list-style-type: none"> Advanced/proven IT and Microsoft application skills and prepared to learn new skills and to embrace new technology. 	E	
<ul style="list-style-type: none"> Ability to plan ahead and work with multiple administration systems 	E	
<ul style="list-style-type: none"> Ability to liaise and foster relationships with other organisations 	E	
<ul style="list-style-type: none"> Able to demonstrate a proactive approach, including an ability to work on own initiative, as well as part of a team. 	E	
EXPERIENCE		
<ul style="list-style-type: none"> Some experience or knowledge of working volunteers 	E	
<ul style="list-style-type: none"> Experience of communicating with a wide variety of individuals 	E	
<ul style="list-style-type: none"> Experience of working with Microsoft applications without assistance 	E	
<ul style="list-style-type: none"> Experience of using databases and booking systems 	E	
<ul style="list-style-type: none"> Experience of dealing with emotionally difficult situations 	E	
<ul style="list-style-type: none"> Experience of problem solving and negotiating 	E	
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> Calm, compassionate, friendly, sensitive and sensible approach. 	E	

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<ul style="list-style-type: none"> • Demonstrates responsibility, reliability and integrity. • Highly motivated and enthusiastic. • Non-judgemental, empathetic attitude. • Flexible – can work from the office, but also undertake some travel to outreach locations • Willingness to adapt to changing needs and environments. 	E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by FORCE/the Trust. Ability to drive to other FORCE locations as required.	E D	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y			/	
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y			/	
Heavy manual handling (>10kg)	Y	/			
Driving	N				
Food handling	Y	/			
Night working	N				
Electrical work	N				
Physical Effort	Y				/
Mental Effort	Y				/
Emotional Effort	Y		/		
Working in isolation	N				
Challenging behaviour	Y	/			

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