**Volunteer Recruiter – Income Generation**

**Volunteer role**

**Crimple House**

**Herriot Hospice Homecare and Saint Michael’s Hospice**

**Application forms to be received by Thursday 19th June**

**Introduction**

This role will support the Income Generation team with the recruitment of volunteers across fundraising and retail. The role will involve meeting with key members of the Income Generation team to understand their volunteering needs and support them with preparing role descriptions, promoting volunteer opportunities, recruitment and the onboarding process.

**Experience**

Experience working with volunteers (desirable)

**Skills and Knowledge**

* Excellent communication and interpersonal skills
* Excellent IT skills with an understanding of Outlook, Word and Excel
* Good administration skills
* Good research skills
* Understanding of data protection and GDPR.

**Getting Started:**

* Potential volunteers will be asked to complete a role-specific volunteer application form.
* Selected candidates will be invited to an initial interview.
* Volunteers will then be required to attend the training programme outlined above.
* Volunteers will be interviewed again following the training, providing the opportunity to reflect on the issues raised/discussed during the training.
* Additional ‘top-up’ training will be offered where appropriate.
* All volunteers are required to complete safeguarding and information governance training via our online system ‘we learn’.
* All volunteers are required to complete the North Yorkshire Hospice Care Mandatory Training prior to starting (and repeat this at defined intervals) alongside a departmental induction with your line manager.
* An Enhanced Disclosure and Barring Service (formerly CRB) check will be undertaken before commencing volunteering

**Support:**

Herriot Hospice Homecare, Just ‘B’ and Saint Michael’s Hospice are part of North Yorkshire Hospice Care, a registered charity. We are committed to supporting volunteers effectively and appropriately and volunteers will receive the following:

* Full training to carry out the role
* A member of the team allocated to them who is available for support and information as needed
* A thorough ‘Lone-Working’ policy, which will be adhered to at all times to ensure the safety of all volunteers
* For more details, please see a copy of the volunteer description at the bottom of this page.

For more information on the role, please contact us on [volunteers@saintmichaelshospice.org](mailto:volunteers@saintmichaelshospice.org) or on 01423 876499 and we can arrange for you to have an informal discussion with a member of the team.

You will be joining an organisation that is driven, caring, and responsive and you will be playing an important role in enabling us to provide our highly valued services to the communities we serve.

At North Yorkshire Hospice Care we believe that children, young people and adults should never experience abuse of any kind. Every member of our organisation has a responsibility to promote the welfare of all who encounter our services. We aim to keep people safe and to operate our services in a way that protects them; to make reporting concerns as easy as possible and respond quickly; to listen to all worries and work in partnership with individuals and agencies. All our staff and volunteers receive annual training on both adults and children/young people’s safeguarding. This impacts our recruitment processes and we have adopted a number of safer recruitment practices, which our HR and People team can talk through with you.

We positively encourage applications from all areas of the community, regardless of gender, race, faith, disability, age, or sexual orientation and we encourage applications from users of mental health services. This is part of our commitment to equality and reflecting the diversity of our population. All volunteer appointments are subject to satisfactory pre-volunteering checks being obtained including but not limited to identity checks, DBS clearance at an appropriate level for the role, references and employment history. Costs of pre-volunteering checks will be met by the organisation.

North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just ‘B’, Saint Michael’s Hospice, and Talking Spaces. North Yorkshire Hospice Care is a company limited by guarantee, registered in England and Wales (2121179).

**Our Values**

North Yorkshire Hospice Care is clear about who we are, what we do and why we do it. It is our vision; mission and values that underpin this understanding and all three of these areas continue to evolve as we develop in response to the changing world around us.

We have re-examined our values with our stakeholders seeking to define a sense of who we are today. The result? A set of 10 values/behaviours that crystallize this thinking and act as a yardstick for our thinking and actions.

This shared set of values helps guide our decisions, actions and behaviours and is at the core of our collective aspiration to live in a community where everyone gets the care they need to live their last years, months and days with respect and dignity.

NB: This list is not exclusive or exhaustive but captures those values/behaviours currently at the top of our agenda.

* We put the people who use our services at the heart of everything we do
* We are caring and compassionate
* We are personal and supportive in our approach
* We engage positively
* We are responsive
* We are driven to do better
* We are fair
* We are professional
* We work collaboratively
* We are accountable