

Leukaemia Care
YOUR Blood Cancer Charity

Volunteer Coordinator



www.leukaemiacare.org.uk

WHO WE ARE, AND WHAT WE DO

Leukaemia Care is the UK's leading leukaemia charity. For over 50 years, we have been dedicated to ensuring that everyone affected receives the best possible diagnosis, information, advice, treatment and support.

We are here for everyone affected by leukaemia and related blood cancer types – such as myelodysplastic syndromes (MDS) and myeloproliferative neoplasms (MPN).

We provide information, advice and support for anyone affected, this includes patients and their friends and families too. We raise awareness of the issues impacting people affected by leukaemia, MDS and MPN, and campaign to fix them. We are driving early diagnosis, raising public awareness, improving services and ensuring access to effective treatments.

How do we do this? We have a wide-range of services aimed at patients and their loved ones from diagnosis and beyond. Our support services range from nurse-led helplines, support groups and free-of-charge medical information to access to paid counselling, grants for those feeling the financial strain of a diagnosis and providing buddies so people always have somebody to talk to who have experienced something similar to them. [We encourage you to have a read of our website](#) and find out all the ways we support from diagnosis and beyond.

Crucial to our work is raising awareness of leukaemia as a blood cancer and the importance for early diagnosis. Leukaemia can be difficult to spot as the symptoms are similar to many other common conditions. Unfortunately, most people are not aware of the signs of leukaemia and this leads to diagnosis being delayed, which can worsen outcomes for patients.

As well as working to educate the general public through our #SpotLeukaemia campaign, we are working closely with our colleagues working in front line medical services to ensure they have the most up-to-date information on diagnosing leukaemia. We know that by raising awareness and working to educate health care professionals, we can save lives and improve outcomes.

Job title: Volunteer Coordinator

Hours: Full-time (Equivalent to 37.5 hours a week), in line with our flexible working policy.

Remuneration: £20,000 per annum pro rata (up to £25,500 depending on experience).

Type of contract: Fixed term contract for 3 years (with possibility for a permanent role).

Location: Flexible but with at least two days a week to be worked from the charity's offices at One Birch Court, Blackpole East, Worcester, WR3 8SG.

Report to: Chief Operating Officer (COO).

Works closely with: Patient Services Manager, Patient Advocacy Manager, Communications Manager, Fundraising Manager, Buddy Coordinator, Community and Individual Giving Fundraising Officer, Regional Coordinators, Press and Media Officer.

Overview

Leukaemia Care is keen to develop and expand its existing volunteering opportunities to deliver an ambitious long-term strategy. You will be responsible for liaising with diverse groups of volunteers within the charity ensuring they feel supported and engaged with the charity while delivering their role.

We currently have diverse groups of volunteers such as medical and patient advisory panels, buddies providing one to one support to patients and carers, webinar/conference speakers, event cheer squads, community fundraisers, support group facilitators, patient information reviewers and others. These currently have a named contact within the charity and your role will support them.

Duties and responsibilities

1. Work in partnership with the existing named contact of groups of volunteers to deliver any induction training needed and ensure regular, good quality, supervision for volunteers is made available, as appropriate.
2. Recruit new volunteers and encourage existing ones to explore new volunteering opportunities within the charity.
3. Ensure we abide by the best practice standards regarding volunteering as set by the Charity Commission and Investing in Volunteers.
4. Ensure each volunteer role has a specification which details the skills sought and that volunteers are recruited against that specification.
5. Clearly identify which volunteer roles require a DBS check and ensure it is carried out prior to anyone starting their volunteer role including existing volunteers with Leukaemia Care who are changing their role. Refresh the DBS checks of volunteers every three years.
6. Clearly identify which volunteer roles require a character reference to be provided prior to starting their role.
7. Recruit volunteers to support our campaigns locally especially during our #SpotLeukaemia campaign during Blood Cancer Awareness Month.
8. Recruit policy volunteers to ensure we raise our key campaigns with MPs and policy makers. Some of these may be existing volunteers at Leukaemia Care.
9. Recruit volunteers based near each hospital with a haematology department to monitor our posters and patient information, and place booklets as necessary.
10. Ensure volunteers are formally thanked and acknowledged for their contribution and that outstanding volunteers are celebrated each year.
11. Manage any capability issues swiftly and with professionalism.
12. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with Leukaemia Care's procedures for promoting and safeguarding the welfare of children and

vulnerable adults.

13. Work with the Press and Media Officer to identify opportunities for our patrons and ambassadors to get involved and keeping them engaged by asking them to do follow up activities.

Work with the Leukaemia Care Staff

1. Liaise with the Communications teams to identify volunteer stories to help raise external awareness of the charity, our services and ways to get involved.
2. Liaise with the Patient Advocacy Team in mobilizing Leukaemia Care volunteers to take part in our campaigns.
3. Work with the Communications Team to identify and develop content for the About us – Vacancies/Volunteering Opportunities pages of the Leukaemia Care website.
4. Work with the Communications Team in identifying and developing content for Leukaemia Matters magazine, website and other Leukaemia Care publications that demonstrate the value of volunteering for Leukaemia Care.
5. Liaise with all the existing named contacts for volunteers within the charity to coordinate activities.

Planning

1. Work with the team to organise a schedule, plan and calendar for each event and activity.
2. Liaise with the Communications team to develop communication and promotional materials.
3. Assist with enquiries over the phone and by email.

Analysis and Impact

1. Ensure each volunteer is recorded on the database and tagged with the appropriate volunteering role understanding that they may have multiple volunteering roles.
2. Analyse the impact of our volunteering activities and effective methods, using agreed metrics
3. Report on the progress of the volunteering activities internally, including recommendations and areas of improvement
4. Understand and consider where each volunteering opportunity fits within the wider programme of work
5. Provide regular reports on your work and against your KPIs to your line manager.

General

In addition to the specific duties and responsibilities outlined in this job description, all Leukaemia Care employees should be aware of their specific responsibilities towards the following:

1. Uphold the values of the charity and to not behave in a manner that is likely to bring the charity into disrepute.
2. Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety.
3. Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

This job description is not exhaustive. It acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

If you have any questions, please contact: jobs@leukaemiacare.org.uk

Person specification

Criteria	Essential	Desirable	How assessed
Skills/Abilities	<p>Excellent organisational and time management skills</p> <p>Excellent communication and listening skills - diplomatic.</p>		CV and interview
Knowledge and understanding	Highly IT literate (MS Office, Teams, GoogleDocs, Zoom).	<p>Understanding of blood cancers.</p> <p>Understanding of relationship databases.</p>	CV and interview
Qualifications, training and education	Degree (2.1 or 1st preferred) and/or relevant professional qualification or experience.	<p>Healthcare background.</p> <p>Community Support.</p>	CV and interview
Experience	Experience of recruiting, training, managing and supervising or mentoring a diverse range of staff or volunteers.		CV and interview
Other requirements	<p>A good team player - able to link in and work well with a range of people within the organisation.</p> <p>Ability to manage own workload</p> <p>Able to work flexibly to meet the needs of the role with sufficient notice.</p> <p>High levels of motivation, when working alone or with a team.</p> <p>Ability to problem solve.</p> <p>Ability to learn quickly.</p> <p>Confident, enthusiastic and creative.</p>	Comfortable working from both the office and home.	CV and interview

Revised: December 2021

Why it's great to work at Leukaemia Care

As well as the satisfaction of knowing you improve the lives of people with leukaemia, blood cancer, we also offer the following:

1. Pension scheme with NEST - we will match employee contributions up to 7% of qualifying earnings.
2. Life Assurance (also known as death in service benefit) of four times annual salary.
3. Employee Assistance programme.
4. Cycle to work scheme.
5. Enhanced sick pay (as set out in our staff handbook).
6. Bereavement leave of up to three days paid leave should the need unfortunately arise.
7. Five "duvet days" – a proportion of annual leave that can be taken with no advance notice, subject to work commitments, to support mental health.
8. Eye tests and glasses contribution.
9. Flu jab for all employees who are ineligible to receive a free one on the NHS.
10. Annual leave of 33 days including 8 bank holidays, rising by 1 day for each complete year of service up to a maximum of 36 days (for full-time staff, pro-rata for part-time staff).
11. Additional discretionary annual leave between Christmas and New Year.
12. Free onsite parking at our offices in Worcester.
13. Headspace subscription.
14. Induction training and ongoing training to help you deliver your role.
15. Staff social events – in person and online to ensure all employees have an opportunity to get involved.
16. A staff representative that employees can confidentially feedback to about any issues or concerns.

We will also ensure that you are supplied with the right equipment for the job and to work safely - this may include a laptop and mobile phone, as well as equipment to make your working day as comfortable as possible. If the job requires it, we also reimburse pre-approved travel expenses.

How to apply

You can apply online via our Charity Jobs listing or you can email your CV along with a cover letter to jobs@leukaemiacare.org.uk outlining your suitability for the role.