

<b>Role title:</b>	<b>Volunteer Programme Coordinator (Patient Services Department)</b>
<b>Job Status:</b>	<b>Full-time</b>
<b>Location:</b>	<b>Rathmines (Hybrid), Monday and Thursday office day</b>
<b>Reports to:</b>	<b>National Volunteer Manager (Patient Services Department)</b>

The Irish Heart Foundation is a community of people who fight to protect the cardiovascular health of everyone in Ireland. Together we are working to eliminate preventable death and disability from heart disease and stroke, and to support and care for those living with these life-changing conditions. We work to achieve this by:

- Caring for and speaking out for people in the community living with heart conditions and stroke, and their families
- Innovating and leading in health promotion and prevention to change health behaviours and reduce cardiovascular risk
- Building a nation of lifesavers through CPR training
- Campaigning and advocating for policies that support people to live healthier lives.
- Information provision

We currently have approx. 90 employees and over 100 active volunteers working towards the Companies vision of a future where no hearts are broken by preventable heart disease.

The aims of the volunteer programme within the Irish Heart Foundation includes:

- **Enhancing Patient Support:** Provide emotional, practical, and educational support to heart and stroke patients, improving their overall well-being.
- **Community Outreach and Awareness:** Increase awareness about heart health and stroke prevention through community outreach, education, and engagement.
- **Expanding Services:** Extend the reach of the Patient Services Department by involving volunteers in various activities, enabling us to support a larger number of individuals.
- **Capacity Building:** Build the capacity of the volunteer team through training and development programmes, enhancing their ability to provide quality support and services for our members nationwide.
- **Advocacy and Policy Support:** Engage volunteers in advocating for policies that promote heart health and improve the overall cardiovascular well-being of the community.

These aims collectively work towards the overarching goal of the volunteer programme, which is to enhance the support system for individuals affected by heart and stroke issues while contributing to the broader mission of the Irish Heart Foundation

Our **Volunteer Programme** aims to grow and expand to support the Patient Support Services department and our strategic goal to “Care for each and every heart impacted by cardiovascular disease through online, telephone and community-based support programmes. Much of our additional capacity to deliver the new services outlined in the strategy will be provided by volunteers and it is essential we develop and grow a vibrant volunteer programme to support the delivery of our strategic goals and increase the scope and depth of our supports.

## **The Role:**

### **Coordination:**

- Assist with recruiting, interviewing, screening, selection of volunteers in liaison with the volunteer programme team and relevant staff across the organisation which includes garda-vetting, reference checks and ensuring this is undertaken in accordance with the recruitment and selection policy.
- Ensure the appropriate training is completed and recorded for volunteers to be successful in their volunteer roles.
- Ensure a clear pathway for volunteers onboarding and coordinate the introduction to their programme lead.
- Conducting a review of volunteers during the early stage of placement to address any issues which may emerge.
- Work closely with programme leads and the National Volunteer Manager to monitor and review volunteers ensuring they receive sufficient support and achieve their own volunteering goals as well as the IHF strategic goals.
- As part of the volunteer programme team, act as a point of contact for volunteers and for the coordination of volunteering enquiries.
- Work closely with the volunteer programme team to manage and monitor volunteer recognition to celebrate individual/group contribution both formally and informally
- Assist with the retention of volunteers needed to help people living with heart and stroke conditions and their carers and make them feel included as part of the IHF.
- Escalate any volunteer concerns or to the National Volunteer Manger.
- Work closely with the Volunteer Training Manager around specific training needs and compliance.
- Assist with the management of the IHF volunteer inbox as part of the volunteer team.

### **Monitoring and Evaluation:**

- Maintain up to date volunteer database adhering to relevant GDPR guidelines and processes.
- Ensure that volunteer roles, guidelines, procedures, record keeping and evaluation systems are followed and kept up to date.
- Working with the volunteer team and programme leads to ensure that volunteers receive the appropriate level of support and supervision.
- Provide data and written reports for internal and external reporting as required
- Working closely with the National Volunteer Manager to Implement a performance review mechanism for volunteers; liaising with the relevant people in order to evaluate the contribution of each of the volunteers and dealing with any performance issues which may arise.
- Assist with the gathering of periodic reviews of volunteer feedback to ensure continuous development.

### **Other duties:**

Under the direction of the **National Volunteer Manager**, you will provide vital supports to our members and in developing, planning and implementing of our Let's Talk peer support service. This service aims to help reduce isolation and the negative impacts loneliness can have on our members mental and physical health and help re-establish personal connections and interests within a community setting. Our trained volunteers will provide a listening ear and share a lived experience to help our members on their recovery journey.

**Let's Talk peer support service duties include:**

- Working closely with the NVM to plan, develop and implement an effective Irish Heart Foundation peer telephone support for members with lived experience of stroke and heart conditions.
- Ensure clear pathways for entry into the Let's Talk Peer support service.
- Support and supervise Let's Talk Peer volunteers.
- Receive and check Let's Talk referrals and ensure members want to engage in the service.
- Coordinate calls 1 -3 with discharge and further signposting if required and update database to reflect members availing of the service and update the tracker.
- Screening of peer calls to check suitability and ensure quality and delivery of calls.
- Ensure best and most suitable match by looking at age profile, interests, and hobbies and re match if required or manage exit strategies.
- Scheduling and managing call rotas for Let's Talk volunteers.
- Act as point of contact for volunteers on the Let's Talk peer support service.
- Ensure escalation process followed on any concerns of members by peer volunteers or any signposting to further supports is followed through on last call and recorded.
- Report on activity and progress of peer services monthly.
- Work closely with the NVM on evaluation and feedback of the Let's Talk support service.

**Health and Safety:**

- Working closely with the NVM to ensure that all programmes, activities, and events are developed and conducted in line with Health, Safety and Safeguarding guidelines, conducting any necessary risk assessments as required.

The job description above is not prescriptive; it simply outlines the key tasks and areas of responsibilities and priorities. These key tasks are subject to change when necessary to align with service need.

**Education & Experience:**

- Relevant Third level qualification – Community Development, Social Sciences, or a humanities related field is desirable.
- Minimum of two years' experience in a similar role with practical experience and a good understanding of supporting volunteers in the non-profit landscape, community engagement and participation, diversity and inclusion is essential.
- Experience and knowledge of current trends, resources and information related to volunteering.

**Skills/Abilities:**

- Highly motivated self-starter with the initiative and drive to think creatively, identify volunteer recruitment opportunities and build strong relationships.
- Good understanding and passion for volunteer engagement, retention, recognition.
- Strong organisational skills and attention to detail, with the ability to manage multiple projects and demands simultaneously.



- Strong team working skills and ability to liaise with multidisciplinary teams, senior management and other stakeholders.
- Excellent computer and administration skills and a high level of proficiency using the Microsoft Office suite, particularly Teams, Excel, Word, Outlook and Canva or similar software, experience of using case management systems is desirable.
- Excellent interpersonal and general communication skills, fluent English written and spoken is essential.
- Commitment to the Irish Heart Foundations mission and values.
- A reliable and flexible approach.
- Full valid driver's license and own car is desirable.

**Benefits of working with the Irish Heart Foundation:**

Flexible working with our hybrid working model, our team enjoy more flexibility working from home and our Head office location in Rathmines.

We provide benefits to help you protect your health and financial security; and give you peace of mind.

- Pension scheme with employer contributions, from day 1 of service.
- Life assurance of 4 times base salary with immediate effect.
- Income continuance/disability benefit, at no cost to you from day 1 of service.
- Paid Maternity leave.
- Company sick pay.
- Generous annual leave policy including additional company days.
- Bike to Work Scheme, Travel Saver Tickets, Excellent public transport links.
- Employee assistance Programme (EAP).
- A wonderful office we are proud of with excellent working, kitchen and changing facilities.
- Events organised by social club and Health and Well-being Committee.
- CPR Training for all employees.
- Ongoing Training and Development initiatives to help you grow your career with us.

**Details of Role and Application process:**

- This is a full-time role permanent role, working Monday to Friday.
- The salary range for this role is between €33,000 and €38,000 depending on experience.
- The role is a hybrid role, and 2 days (Mondays and Thursdays) are based in the Irish Heart Foundation's offices in Rathmines, Dublin, with 3 days working from home.
- To apply please provide an up-to-date curriculum vitae and cover letter outlining how you suit the post by email to Klara O'Malley, HR Manager - HR@Irishheart.ie.

**Email: [hr@irishheart.ie](mailto:hr@irishheart.ie)**

The closing date for this position is 10<sup>th</sup> of July 2024

**The Irish Heart Foundation is an equal opportunities employer.**

**The Irish Heart Foundation has a strict no smoking policy.**