



PILGRIMS HOSPICES – JOB DESCRIPTION

CLINICAL VOLUNTEER LEAD

POSITION IN ORGANISATION

Reports to: Director Clinical Operations
Responsible for: Volunteers (clinical roles)

BACKGROUND:

Pilgrims Hospice is the lead provider of specialist palliative and end of life care in East Kent. This post is an exciting opportunity for a clinician to join a developing area of clinical workforce and service delivery, working across a wide range of services where volunteers form an essential part of patient and family care.

Pilgrims provides palliative and end of life care for adults approaching the end of life across inpatient units, each hosting up to 12 inpatient beds, community settings and patients' homes. Care of families and carers is equally important. Our multidisciplinary team includes doctors, nurses, counsellors, occupational and physio – therapists, social workers, complementary therapists, chaplains and wellbeing practitioners.

Pilgrims Hospices serves a population of over 800,000 across a largely rural area, supported by a workforce of around 360 staff and more than 1,200 volunteers. Volunteers are a vital part of how we deliver care and enhance the experience of patients and families.

MAIN PURPOSE AND SCOPE OF THE JOB:

The Clinical Volunteer Lead will provide professional leadership for the development, integration and management of clinical volunteers across Pilgrims Hospices.

Working across inpatient, therapy, psychosocial and community services, the post holder will ensure that volunteers are consistently integrated into care in a way that is safe, effective and adds value to patient and family experience.

The role combines operational responsibility with service development. The post holder will be accountable for the recruitment, induction, training, day-to-day oversight and ongoing development of clinical volunteers, including direct management of defined roles and programmes, and working in partnership with clinical teams to support the management of volunteers across services. They will also lead the development of the clinical volunteer model.

The Clinical Volunteer Lead will act as a source of expertise for staff and volunteers, providing guidance on good practice, supporting clinical teams to work effectively with volunteers, and promoting a consistent approach across the organisation.

The role requires a flexible approach to working location and hours, including some evenings and weekends, planned in advance where possible, to support volunteer activity, groups and community programmes.

DUTIES AND KEY RESPONSIBILITIES

1. Strategy and service development

- Lead the development and implementation of a clinical volunteer strategy
- Evaluate the contribution of clinical volunteers across services and identify areas of impact
- Use feedback, data and professional judgement to guide development of roles
- Advise clinical leaders on where volunteer roles could be expanded, adapted or reduced
- Contribute to service development where clinical volunteers form part of delivery
- Ensure the volunteer model remains responsive to service need
- Ensuring the delivery of high standards of care for patients with specialist palliative and end of life care needs, promoting a caring and sensitive approach to patients, families, visitors and colleagues.

2. Operational leadership and oversight

- Act as the central point of contact for all clinical volunteer activity
- Maintain oversight of clinical volunteers across IPU, therapy, psychosocial and community services
- Respond to operational issues and support teams to manage clinical volunteer-related challenges
- Work with clinical teams to plan clinical volunteer capacity aligned to service need
- Ensure a consistent approach across all hospice sites
- Work closely with all support services to ensure a high standard of service is given to patients and families

3. Workforce integration and practice

- Lead the development and review of clinical volunteer roles, ensuring clarity around roles, boundaries and expectations
- Support teams to integrate clinical volunteers effectively into care
- Ensure appropriate supervision and support arrangements are in place
- Identify and escalate risks linked to volunteer activity
- Promote safe, consistent and effective practice

4. Management, support and development of volunteers

- Provide day-to-day management and oversight of clinical volunteers, including direct line management of designated roles and programmes, and matrix support to clinical teams managing volunteers outside of direct line management to ensure consistent management and support across services
- Lead the recruitment, selection and placement of clinical volunteers in line with service need
- Oversee onboarding, induction, training and exit processes to ensure volunteers are appropriately prepared and supported throughout their time with Pilgrims
- Manage concerns or performance issues in line with organisational processes
- Maintain oversight of clinical volunteer wellbeing and experience
- Promote a positive, inclusive and supportive environment

5. Delivery and contribution to services

- Contribute to delivery of clinical volunteer-supported activity where needed, such as through:

- bereavement groups
- community programmes
- wellbeing or support sessions
- Support and deliver education and ongoing development of clinical volunteers
- Maintain a visible presence within services

6. Collaboration and relationships

- Work closely with inpatient, therapy, psychosocial and community leads and their teams to support the effective integration of volunteers within clinical services
- Collaborate with Human Resources, Education and Workforce colleagues in the development and delivery of the organisational volunteer strategy
- Act as a key member of the senior management team, contributing to service development, operational oversight and organisational priorities
- Build and maintain effective relationships across services and within the community

7. Governance and quality

- Ensure clinical volunteer activity aligns with organisational policies and standards
- Contribute to clinical governance processes
- Evaluate the impact of volunteer contribution on care and experience
- Use learning and insight to improve services
- Maintain oversight of risks and issues
- Practice within own Professional Code of Conduct and adhere to all the relevant professional guidelines.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent. This includes working across locations and a flexible approach to working hours, with some evenings and weekends required to support volunteer activity, groups and community programmes

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

PILGRIMS HOSPICES – PERSON SPECIFICATION

Clinical Volunteer Lead

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
EXPERIENCE	Essential:			
	• Significant experience in a clinical, patient-facing environment	✓	✓	✓
	• Experience of contributing to service development or improvement	✓	✓	✓
	• Experience of supporting learning in practice, including teaching, coaching or developing staff, volunteers or learners	✓	✓	✓
	• Experience of working within a multi-disciplinary team	✓	✓	✓
	• Experience of participating clinical governance processes and audit	✓	✓	✓
	Desirable:			
• Experience in palliative or end of life care	✓	✓		
SKILLS/ ABILITIES	Essential:			
	• Excellent verbal and written communication skills with a wide range of people and adapt approach as needed	✓	✓	✓
	• Strong interpersonal awareness, with the ability to work effectively with individuals with varying confidence, experience and emotional needs	✓	✓	✓
	• Ability to build trust and develop strong, effective working relationships	✓	✓	✓
	• Demonstrates positive leadership skills in line with Pilgrims' CODE values	✓	✓	✓
	• Proven ability to lead, support and develop others, including volunteers or support workforce	✓	✓	✓
	• Confident in providing feedback and managing sensitive or challenging situations	✓	✓	✓
	• Ability to maintain clear boundaries while remaining supportive and approachable	✓	✓	✓
	• Sound professional judgement and ability to assess and manage risk	✓	✓	✓
	• Ability to evaluate practice and identify opportunities for improvement	✓	✓	✓

	<ul style="list-style-type: none"> • Strong organisational skills with the ability to prioritise and manage competing and unpredictable demands • IT literate with the ability to use standard systems and maintain accurate records • Ability to travel across hospice sites and community settings <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of working across multiple services or sites • Experience of influencing practice across teams 	✓	✓	✓
KNOWLEDGE	<p>Essential:</p> <ul style="list-style-type: none"> • Up to date knowledge of current professional and national issues around the delivery of palliative care • Demonstrable understanding of the contribution volunteers make to care • Understanding of holistic care and patient and family needs 	✓	✓	✓
QUALIFICATION/ TRAINING	<p>Essential:</p> <ul style="list-style-type: none"> • Degree qualification in relevant subject • Registered healthcare professional (NMC / HCPC) or registered social worker (Social Work England) • Evidence of continuing professional development <p>Desirable:</p> <ul style="list-style-type: none"> • Qualification in leadership, education or service improvement • Additional training or qualification in palliative or end of life care 	✓		✓