



Job Description

Job Title	Volunteer and Wellbeing Coordinator
Responsible to	Head of People and Culture
Salary	£24,570 EFT (£14,742 pro rota)
Hours	22.5 hours per week (negotiable; flexible working considered)
Location	Blackburn

Role Outline

This is a key role within East Lancashire Hospice, combining two main areas of responsibility:

1. **Volunteer Coordination** – recruiting, supporting, and managing volunteers across the hospice and its community services, including retail. This involves ensuring volunteers are trained, engaged, and recognised so that they feel valued and able to make a meaningful contribution.
2. **Wellbeing Support (for staff and volunteers)** – developing and delivering wellbeing initiatives across the organisation, using the four pillars of wellbeing (emotional, physical, social, and financial). The role supports a culture of resilience, inclusion, and psychological safety through wellbeing check-ins, campaigns, and training.

Working collaboratively with colleagues and Heads of Departments, the postholder will ensure that volunteers and staff alike feel supported, appreciated, and equipped to contribute positively to the work of the hospice.

KEY PERFORMANCE AREAS

Volunteer Coordination

- Work closely with Corporate Support Services to support volunteer recruitment and onboarding, including advertising and interviews.
- Organise and deliver inductions and training programmes.
- Maintain communication and foster volunteer engagement.
- Plan and deliver recognition initiatives, thank-you events, and long-service awards.
- Ensure compliance with policies on safeguarding, health & safety, training, and record keeping.
- Create a positive and inclusive volunteer experience, ensuring volunteers feel heard and valued.

Wellbeing Support (Volunteers & Staff)

- Develop and implement a 12-month wellbeing programme based on the four pillars of wellbeing.
- Provide one-to-one wellbeing check-ins and signpost to appropriate support.
- Lead and deliver campaigns such as Wellbeing Week, lifestyle and resilience sessions, and financial wellbeing awareness.
- Monitor and evaluate wellbeing activities, gathering feedback and making recommendations.
- Deliver or coordinate wellbeing-related training, such as stress management, mindfulness, and mental health awareness.
- Connect staff and volunteers to internal and external services for additional support.

Strategic Contribution

- Work collaboratively with colleagues to embed volunteer coordination and wellbeing across the organisation.
- Ensure initiatives align with hospice strategy and people priorities.
- Use volunteer and wellbeing data to inform planning and continuous improvement.
- Act as an ambassador for hospice values, ensuring all initiatives reflect the ethos of care, respect, inclusion, and support.

PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect, and work together to support people to live well until they die and support those affected by death

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance

- Work at all times to respect people's individuality, rights, and diversity to ensure equality

WORKING HOURS

The post holder will work 30 hours flexibly. This may include some unsociable hours.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE
Person Specification

	Criteria	Essential	Desirable	Tested By
Experience	Experience in volunteer coordination or similar role	√		Application / Interview
	Experience in delivering training or facilitating groups		√	Application / Interview
	Experience of supporting wellbeing or staff engagement initiatives	√		Application / Interview
	Experience in healthcare, charity, or retail sector		√	Application / Interview
	Experience in mental health or wellbeing support services		√	Application /Interview
Qualifications	A good general level of education	√		Application
	Training in Counselling, Mental Health First Aid, or similar		√	Application
Knowledge	Knowledge and understanding of volunteer management and engagement		√	Application/Interview
	Knowledge of wellbeing principles and mental health awareness		√	Application/Interview
	Computer literate with an understanding of databases		√	Application/Interview
	Knowledge of East Lancashire Hospice and the services it provides		√	Application/Interview
Skills	Ability to identify opportunities	√		Interview
	Ability to organise and plan own workload, identifying clear priorities in order to meet agreed objectives	√		Application/Interview
	Excellent team player	√		Interview

	Ability to use own initiative	√		Interview
	Full driving licence	√		Interview
Personal Attributes	Enthusiastic with a flexible ability to work unsociable hours as the job requires	√		Application / Interview
	Willing to adapt to the changing needs of the service	√		Interview
	Have a professional approach	√		Interview
	Be dynamic with a positive attitude	√		Interview
	Empathetic, compassionate, and emotionally intelligent	√		Interview
	Strong personal boundaries and self-awareness	√		Interview