

Join our team as an

Volunteer Coordinator



**Rotherham
Hospice**
Living Life's Wishes

Registered Charity No. 700356

About Us

Rotherham Hospice is a charity dedicated to the people of Rotherham, offering specialist palliative and end of life care to our community since 1996.

We provide comprehensive, compassionate care through two primary patient services:

- 24-hour, 14-bed Inpatient Service
- 24-hour Hospice at Home Service

Additionally, we offer wider support to patients and their families through:

- Complementary therapies & hairdressing
- Counselling and Bereavement Support for adults, children and teenagers
- Day services with individual and group sessions
- Family memory events
- Occupation therapy and physiotherapy
- Social work
- Spiritual care
- Tailored experiences for patients and loved ones



Our Purpose

Easing the physical and emotional pain of death and dying for everyone in our community.

Our Vision

Everyone in our community can easily and confidently access palliative and end of life care tailored to their individual needs and wishes, wherever and however they choose.

Our Goal

To grow a stronger, more financially resilient, responsive and exceptional hospice, providing and promoting holistic, personalised and innovative palliative and end of life care for all.

Our Proposition

To ensure a dignified death for all – one that is reflective of one's own life.

Our Essence

Adding more life to every day.

About the Role

Rotherham Hospice is looking for an organised, compassionate and engaging Volunteer Coordinator to lead the day-to-day coordination of volunteers across the Hospice.

The postholder will provide a welcoming and inclusive volunteer journey, from recruitment and safer onboarding through induction, placement, ongoing support, development, recognition and, where appropriate, the ending of a volunteering arrangement.

Working closely with managers and teams, the Volunteer Coordinator will help ensure volunteers are appropriately matched, supported and valued, and that volunteering activity is safe, effective and aligned with the mission and values of Rotherham Hospice.



Job Title	Volunteer Coordinator
Responsible to	Volunteer Manager
Line Management	N/A
Salary	£24,853 - £30,375
Hours of Work	37.5 hours per week; occasional weekend work will be required
Contract type	Permanent
Location	The Rotherham Hospice
Probation period	3 months

Benefits

- **Holidays.**

A work-life balance is important for everyone, which is why we offer all employees 30 days annual leave per year (plus bank holidays), plus an additional day's leave in every 5th year.

- **A supportive & comfortable working environment.**

Our Hospice is a calm and compassionate place to work, full of inspiring people who support one another.

- **Hassle-free parking at no cost.**

No one is more than a couple of minutes' walk from the Hospice.

- **Great meals & drinks.**

Because our culinary team prepares food for patients 24/7, they cook for us too. Buy a lovely lunch with 25% off without even leaving the building. You can also utilise this discount on your days off as it is available across all our Café and retail sites, just bring along your Staff ID.

- **Reassurance.**

Whilst the here and now is important, we all think about the future. We offer employees a 6% pension after probation and a Life Assurance scheme which will pay 4x your annual salary should you die whilst working in our service.

- **Training & development.**

Every employee will be supported with their training and development needs and will be regularly supported by their line manager.

- **Competitive Pay Enhancements.**

Join our team and benefit from a 25% pay enhancement for evening and weekend shifts, plus double pay for bank holidays.



Key Responsibilities

Volunteer recruitment and onboarding:

- Support the Volunteer Manager in creating clear, meaningful and accessible volunteer role descriptions.
- Assist the Volunteer Manager in promoting opportunities through appropriate community networks, digital channels and local partnerships to attract a diverse range of volunteers.
- Coordinate enquiries, applications, informal interviews, references, DBS checks where appropriate, and other safer recruitment checks.
- Maintain accurate records of volunteers on the Hospice Volunteer system, Volunteero
- Assist management in matching volunteers to suitable roles, considering their skills, interests, availability, support needs and the requirements of the Hospice.
- Coordinate volunteer agreements, induction, mandatory training and introductory or shadowing arrangements.

- **Volunteer support, engagement and recognition:**

- Act as an approachable first point of contact for volunteers.
- Assist manager in ensuring volunteers receive appropriate day-to-day direction, supervision and wellbeing support.
- Assist in providing advice to manager on responding to concerns, attendance issues or difficulties promptly, fairly and sensitively, escalating safeguarding, conduct or other significant matters in line with Hospice procedures.
- Help in develop opportunities for training, progression and wider involvement, and coordinate activities that thank and recognise volunteers for their contribution.
- Support positive endings to volunteering arrangements, including exit feedback where appropriate.

Key Responsibilities Cont.

Administration, compliance and reporting:

- Maintain accurate and confidential volunteer records, including applications, checks, training, placements, attendance and contact details using the Volunteer Information System
- Maintain accurate data relating to volunteer numbers, vacancies, retention, training completion and contribution, producing reports and insights to support planning and demonstrate impact.
- Assist in ensuring volunteering activity follows relevant Hospice policies and procedures, including safeguarding, confidentiality, equality, health and safety, data protection and volunteer expenses.
- Support role risk assessments and ensure volunteers understand how to raise concerns and work safely within the boundaries of their role.

Volunteer programme development:

- Promote an inclusive, accessible and positive volunteering culture that reflects the Hospice values.
- Maintain and help develop links with local volunteer organisations, community groups, education providers and other partners.
- Contribute to the review and improvement of volunteer policies, procedures, systems and the overall volunteer experience.

Personal Specification

No candidate will meet every essential and desired criteria. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

Criteria	Essential	Desired
Experience & Qualifications		
Experience of working with and supporting volunteers, or meaningful personal experience of volunteering that demonstrates a strong understanding of the volunteer journey.	Y	
Previous experience in volunteer coordination, community engagement, recruitment, people administration or a similar role, ideally within a healthcare or charitable setting.	Y	
Experience of coordinating people, activities, services or projects in a busy environment.	Y	
Experience of maintaining accurate records and handling confidential or sensitive information appropriately.	Y	
Experience of safeguarding practice, safer recruitment, DBS processes or supporting adults at risk.		Y
A relevant qualification in volunteer management, community development, administration or people management, or a willingness to undertake appropriate development.		Y

Personal Specification (continued)

Criteria	Essential	Desired
Skills & Abilities		
Excellent interpersonal and communication skills, with the ability to welcome, motivate and build effective relationships with volunteers from a wide range of backgrounds.	Y	
Strong verbal and written English, with the ability to communicate clearly, sensitively and professionally.	Y	
Excellent organisational skills, with the ability to prioritise demands, coordinate multiple placements and meet deadlines accurately.	Y	
Sound judgement, empathy and confidence when responding to concerns, setting boundaries and handling sensitive conversations.	Y	
Ability to work collaboratively with staff, volunteers, patients, families and external partners while maintaining appropriate confidentiality.	Y	
Awareness of safeguarding, equality, health and safety and data protection responsibilities relevant to volunteering.	Y	
Good digital skills, including Microsoft Office and the ability to use databases or volunteer management systems.	Y	
Ability to build partnerships and promote volunteering opportunities within the local community.		Y
Confidence in gathering feedback, analysing simple data and communicating the contribution and impact of volunteers		Y

Personal Specification (continued)

Criteria	Essential	Desired
Skills & Abilities Continued		
A full UK driving licence and access to transport		Y
Personal Qualities		
Passionate about the mission and values of Rotherham Hospice and the positive difference volunteers make to patients, families and the wider organisation.	Y	
Warm, approachable and inclusive, with the ability to help people feel welcomed, respected and valued.	Y	
Compassionate and empathetic, while able to maintain professional boundaries and address concerns constructively.	Y	
Reliable, organised and accountable, with a high level of integrity and discretion.	Y	
Flexible and adaptable, with the ability to respond calmly to changing needs and priorities in a hospice environment.	Y	
Committed to equality, diversity and inclusion and to creating accessible volunteering opportunities.	Y	
Able to uphold and role-model the Hospice values of Compassion, Vitality, Excellence, Collaboration and Inclusivity	Y	
Enthusiastic about community involvement and creative in developing ways for people to contribute.		Y
Confident representing the Hospice at community events and with external partners.		Y

How to Apply

Please submit your application using one of the following links:

<https://www.cv-library.co.uk/job/225728023/volunteer-coordinator>

<https://www.reed.co.uk/jobs/x/57460619Kind>

All applications will be treated in the strictest confidence.

At Rotherham Hospice, we are committed to equality, diversity and inclusion in our workforce. Our aim is for our workforce to be truly representative of our community and for each employee to feel respected and able to give their best. We warmly welcome applications from all sectors of the community. Our recruitment policies, procedures and practices enable all applicants to be considered on merit and ability to do the job. We will make reasonable adjustments, in line with the Equality Act, for disabled applicants if these are needed.



Closing date: 9th November 2026

