



JOB DESCRIPTION

Job Title	Volunteer Engagement Ambassador
Reports to	Community Engagement Partner
Salary spine point	15

Job Summary

To provide a professional, effective, volunteer engagement service working as part of our Community Engagement team. Promote a friendly, welcoming and inclusive atmosphere for our volunteers, visitors and employees to enhance and improve the aims and principles of Cornwall Hospice Care.

Organisational responsibilities

Values: Our values underpin our purpose, and all employees are expected to ensure their behaviour and conduct is, always, in accordance with the values. Working together with a common goal and objective ensures we can continue to deliver the high-quality care our patients and their families have come to expect of us.

Policies and procedures: It is the responsibility of employees to ensure they are aware of and comply with the policies and procedures relevant to their job and employment. All employees must be familiar with and operate in accordance with confidentiality and safeguarding policies, at all times during their employment.

Health, Safety and Wellbeing: All employees are expected to conduct their work in a safe manner and with consideration to how others may be affected by their work activities. All activities must be in accordance with the Health & Safety Policy and guidelines.

Ambassador: We are all ambassadors for Cornwall Hospice Care and must ensure that whenever possible, we positively promote our purpose and values to the wider public.

Key Responsibilities

1. Relationship Management:

- Build and nurture relationships with volunteers to ensure long-term engagement.
- Contribute to thank-you efforts, such as writing acknowledgment letters to volunteers.
- Establish positive working relationships with all volunteers.
- Work positively throughout Cornwall Hospice Care as part of the Engagement team.

2. Team Coordination:

- Assist in recruiting and training volunteers, ensuring that they are supported, motivated and informed about the charity's purpose, ambitions and values.
- Manage volunteer rotas and activity to ensure adequate cover is provided.
- Ensure that volunteers are kept up to date with procedures and best working practices with their area (via volunteer information folders and notice boards) including All Together.
- Ensure that our Volunteer Database is up to date and accurate.
- Support our culture of appreciation and recognition for volunteers.

3. Community Engagement:

- Act as the face of the charity at events, engaging with attendees and volunteers to share Cornwall Hospice Care's purpose and work.
- Encourage individuals, groups and volunteers to participate in and support fundraising initiatives.

4. Monitoring, Evaluation & Reporting:

- Assist in evaluating the success of events by gathering feedback and tracking outcomes.
- Ensure compliance with relevant fundraising regulations, ethical standards, and best practices.

General

This job description is not exhaustive and may be amended as necessary. You may be asked to undertake other duties within the general level and scope of the post.

Person Specification

Essential

- Skills:
 - Exceptional interpersonal and communication skills with a compassionate and empathetic demeanour.
 - Ability to engage and educate diverse groups about Cornwall Hospice Care, our charitable status and funding needs.
 - Strong organisational skills and attention to detail with the ability to handle multiple tasks, prioritise and meet deadlines.

- Experience:
 - Working in local communities with a diverse range of people.
 - Supporting and working with volunteers.

- Personal Attributes:
 - Empathy and sensitivity, especially when interacting with individuals impacted by end-of-life care.
 - Proactive and self-motivated, with a collaborative approach to teamwork.
 - Awareness of Cornwall Hospice Care, our hospices and the palliative care sector, with a commitment to its values.

Desirable

- Previous experience in fundraising, event development and management, community outreach, or customer-facing roles.
- Experience of working in the health, social care or hospice sectors
- Familiarity with volunteer CRM systems (e.g., Assemble).

Other Requirements:

- Availability to work flexible hours, including evenings and weekends, depending on event schedules.
- Professional appearance especially when representing the charity.
- Commitment to maintaining confidentiality and professionalism.
- Remain up to date with current trends and external issues that may affect the charity.