

**North Lincolnshire VCSE Alliance Volunteer Hub**

**Mass Vaccine Volunteer Coordinator**

**Context**

The North Lincolnshire VCSE Alliance\* Volunteer Hub was established in June 2020 in response to the Coronavirus pandemic. Since then in has undertaken the traditional brokerage role (matching potential volunteers to opportunities), supporting the Mutual Aid/Covid 19 groups as they develop into local sustainable schemes and created the Volunteer Managers Network including training programme.

When the vaccine roll out commenced, the Alliance Volunteer Hub responded by recruiting and deploying Vaccine Volunteers, creating the administrative process and induction documentation and developing the rota’s for the Ironstone Centre (South Primary Care Network). Following testing out at the Ironstone this was then rolled out to Vaccine Centre’s across North Lincolnshire.

As discussions began regarding the North Lincolnshire Mass Vaccination Centre, the Alliance Volunteer Hub was approached to develop a system of recruitment, deployment, administration, management and support of the Mass Vaccination Volunteers. Following discussion with Safecare\*\*, the organisation with responsibility for developing the Mass Vaccination Centre, a costed proposal was provided and accepted meaning that the Alliance Volunteer Hub will have responsibility for the Vaccine Volunteers inside and immediately outside the central Scunthorpe venue.

300 volunteers have been recruited to date.

**Structure**

Humber and Wolds Rural Action (HWRA) is leading on this contract on behalf of the Alliance as part of the Alliance Volunteer Hub ‘offer’ and wishes to second an existing member of staff from within the Alliance for a 5.5 month period (based upon the current timeframe issued by government), to facilitate the recruitment, induction, deployment, administration, coordination, support and evaluation of the Mass Vaccination Centre Vaccine Volunteers.

The role will support Jacky Birkett, Delivery and Development Manager, HWRA, who is leading on the Mass Vaccination Centre as part of the Alliance Volunteer Hub.

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The budget available provides for 2 x 10 hour posts which will provide cover across the 7 day period that the Mass Vaccination Centre is ‘live’. How the cover will be deployed will need to be tested out once the site is live however it is anticipated that the successful candidates will be required to monitor and respond to the Mass Vaccination Centre rota’s (recruitment and deployment of Vaccination Volunteers and Volunteer Shift Supervisors) in the evening and weekends as this is the time that most volunteers communicate with the Alliance Volunteer Hub.

The person’s base will remain wherever they are currently and all ‘activities’ will be undertaken by telephone or virtual communication (Zoom, Teams etc.) until it is safe to commence face to face activity again. The exception to this will be a visit to the Mass Vaccination Centre in order to familiarise with the environment within which the Vaccine Volunteers are carrying out their role.

The appointment process is:

* Advertise the position to Alliance members and invite Expressions of Interest
* Staff members interested in the role must discuss with their line manager to gain support for their release
* Staff members complete the Expression of Interest form
* Expressions of Interest will be measured against the job description and person specification below
* Where applicants meet the specification, they will undertake an ‘informal virtual interview’ which will ensure that they understand the role, confirm their experience, knowledge, skills and ideas for developing the Mass Vaccination Centre
* Based on the information gleaned at the ‘informal virtual interview’ and measured against the specification, the highest scoring applicants will be appointed

The successful applicants will be appointed as soon as possible in March until 31st August 2021 (currently). Please note this agreement could be extended or ended early dependent upon the national and local vaccine roll out. This will impact upon the agreement between Safecare and the Alliance Volunteer Hub and therefore the successful applicant and the ‘seconding’ organisation should be prepared for a sudden change in these arrangements.

For information, contact Jacky Birkett: [jacky.birkett@hwrcc.org.uk](mailto:jacky.birkett@hwrcc.org.uk) Tel: 07498 373 027

**Deadline:12 noon Monday 15th March 2021**

Interviews will take place on Thursday 18th March from 6pm

**\*North Lincolnshire Voluntary Community and Social Enterprise (VCSE)** **Alliance** whose members include: Active Humber, Age UK Lindsey, Alzheimers Society, Building Resilience in Communities (BRIC), Carers Support Service, Citizens Advice North Lincolnshire/Social Prescribing, Crosby Community Association, The Forge (Homelessness Charity), Healthwatch North Lincolnshire, Humber and Wolds Rural Action (HWRA), Lindsey Lodge Hospice, North Lincolnshire Mind, Stroke Association, Voluntary Action North Lincolnshire, Westcliffe Community Works.

**\*\*Safecare** **Network** is a not-for-profit Federation of all of the 19 North Lincolnshire GP practices, covering approximately 170,000 patient

**North Lincolnshire Voluntary, Community**



**and Social Enterprise Alliance (NLVCSEA)**

**NL Alliance Volunteer Hub**

**Mass Vaccine Volunteer Coordinator**

**JOB DESCRIPTION**

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| **Job Title:** North Lincolnshire VCSE Alliance Volunteer Hub Mass Vaccine Volunteer Coordinator  **Salary:** £12.35 per hour  **Contract:** 2 x 10 hours per week includes evening and weekend work  (Mid March to 31st August 2021 – seconded to HWRA) | **Responsible to:**  Jacky Birkett,Delivery and Development Manager, NL VCSE Alliance/Humber and Wolds Rural Action (HWRA) | |
| **Overall Purpose of Job:**  To provide administrative support and coordination in the recruitment, induction, deployment, monitoring and data collection of Volunteers and Volunteer Shift Coordinators for the North Lincolnshire Mass Vaccination Centre. Working to support Safecare, the North Lincolnshire GP Federation as they administer vaccines from a central Scunthorpe base.  The role requires staff to coordinate the volunteer shift system, advertising opportunities, monitoring emails (weekdays, evenings and weekends), allocating volunteers to shifts fairly and equitably, identifying volunteer Shift Supervisors and providing and ensuring all volunteers receive the information and guidance required to undertake a safe and quality shift.  This is a short term temporary secondment from mid-March to 31st August 2021 although there may be a requirement to extend this period dependent upon the vaccine roll out.  This is a secondment position within the North Lincolnshire Alliance Volunteer Hub (with Humber and Wolds Rural action as contract lead). The successful candidate will work closely with the Alliance Volunteer Hub to ensure that potential and actual volunteers are provided with a range of volunteering opportunities ensuring that there is capacity within the system to meet all demands. | | |
| **Main Responsibilities:**   * Continuous recruitment of vaccine volunteers to the mass vaccination centre and PCN centres in Barton, Brigg, Scunthorpe and the Isle (and any new centres that come on line) to ensure there is capacity within the system at all times * Provide induction (through videos and written documentation) to all volunteers and Shift Supervisors * ‘Advertise’ the dates and times of shifts to the pool of vaccine volunteers * Allocate volunteers to shifts * Manage the Mass Vaccination Centre Vaccine Volunteer rota ensuring all shifts are covered on a rolling basis, this will include checking emails on an evening and at weekends to continuously update the rota * Confirm shifts with volunteers and Shift Coordinators * Issuing rotas to Volunteer Shift Supervisors and identified Safecare staff member * Respond to issues as they arise (last minute changes to peoples availability, standing volunteers down, changing shift patterns/length of day etc. as advised by designated staff at the vaccine centre * Maintain communication with all 300 (currently) vaccines volunteers to keep them engaged with the vaccination programme * Ensure there is equity and fairness in shift allocation as far as is reasonably practicable. * Respond to enquiries and concerns from volunteers, shift coordinators, Safecare representatives, patients and members of the public * Maintain an understanding of the vaccine volunteer and roll out in order to respond to any enquiries made * Maintain monitoring information and data to provide feedback to Safecare/North Lincolnshire/national reporting and NL VCSE Alliance Volunteer Hub contracting requirements * Collect feedback from patients, volunteers and Safecare/health staff to promote the vaccine roll out and recruit volunteers * Maintain the social media presence * Support the overall NL VCSE Alliance Volunteer Hub as required * Maintain General Data Protection Regulation (GDPR) policies and procedures and ensure that all activities and materials meet GDPR requirements * Work on one’s own initiative and in a team as necessary | | |
| **Postholders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.**  **HWRA requires postholders to undertake a check with the Disclosure and Barring Service check where contact with vulnerable people occurs (not a requirement for this post).** | | |
| Prepared By: Jacky Birkett | | Date: 08-03-2021 |  |
| Agreed By: Susan Oliver | | Date: 08-03-2021 |  |
| Post-holder: | | Date: |

**PERSON SPECIFICATION**

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| **Job Title:** North Lincolnshire VCSE Alliance Volunteer Hub Mass Vaccine Volunteer Coordinator  **Salary:** £12.35 per hour  **Contract:** 2 x 10 hours per week includes evening and weekend work  (Mid March to 31st August 2021 – seconded to HWRA) | **Responsible to:**  Jacky Birkett,Delivery and Development Manager, NL VCSE Alliance/Humber and Wolds Rural Action (HWRA) |

**Method of Assessment (MOA)**

**AF = Application Form/EOI I = Informal Interview**

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| **ESSENTAL CRITERIA** | **MOA** |
| **Skills and abilities:**   * Communicate to various people and organisations who will have a range of communication abilities and knowledge * Listening skills and confidence in talking to people both in groups and on a one-to-one basis * Show commitment, enthusiasm and a positive and creative approach to solving problems * Write notes and document summaries to a high standard and in electronic format * Maintain accurate records * Utilise social media in a professional and positive way * Administration and organisational skills * Skilled in time management with an ability to prioritise work and manage own (and others as necessary) workload * Work effectively both alone and as part of a team * A positive “can do” approach to work * Create and work in a non-judgemental environment * Ability to forge strong and positive working relationships with a wide variety of customers and partners * Professional telephone and electronic communication manner | I/AF  I/AF  I/AF  AF  AF  I/AF  AF  I/AF  I/AF  I/AF  I/AF  I/AF  I/AF |
| **Knowledge and Experience:**   * Experience of, and ability to, engage with a variety of individuals/groups/agencies and professionals * Knowledge of North Lincolnshire * Understanding of equal opportunities, diversity and the need for confidentiality * Knowledge of and good practice in the practical implementation of General Data Protection Regulations (GDPR) * Specific knowledge and skills required to carry out identified role/task: * Experience of working in a customer focused environment * Experience or knowledge of working with and advising internal and external customers | I/AF  I/AF  I/AF  I/AF  I/AF |
| **Education and training:**  A good standard of literacy and numeracy  Computer literate, with a working knowledge and ability in the Microsoft Windows and Office applications (Excel etc.) and electronic communication (Microsoft Teams/Zoom etc.)  Good understanding of Health and Safety and safe working practices particularly meeting government guidance on working in a pandemic | AF  AF  AF/I |
| **Working arrangements:**  Prepared to work flexibly to respond to volunteer and rota requirements at evenings and weekends  Willingness to participate in group/publicity events (virtually currently) | AF/I  AF/I |

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| **DESIRABLE CRITERIA** | **MOA** |
| **Skills and abilities:**   1. Transfer skills learned in other organisations/sectors 2. Ability to work under pressure with an energetic, enthusiastic and flexible attitude 3. Developing and populating databases | AF/I  AF/I  AF/I |
| **Knowledge and Experience:**   1. Working and communicating with volunteers 2. Managing shift rota’s | I/AF  I/AF |
| **Education and training:**  N/A |  |
| **Working arrangements:**   * Home based * Evening and weekend working | I/AF  I/AF |

**RELATIONSHIPS**

|  |  |
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| **Title of post to which this post-holder normally reports** | Delivery and Development Manager |
| **Number of employees supervised by this post** | None |

**PHYSICAL CONDITIONS (work, location, hours etc)**

These are 2 x 10 hours per week posts. It is a secondment arrangement between the postholders original organisation and HWRA/Alliance. The post-holder will be required to work out of normal office hours (evenings and weekends) in order to support this activity.

Due to the current situation, the Post-holder will remain located at their current base wherever this may be (home/office) adhering to the current Public Health/Government regulations. Meetings and training (one to one and group) will all be undertaken virtually.

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| **CONTACTS (internal and external)** | **REASON FOR CONTACT** |
| All colleagues (Alliance and HWRA) |  |
| Volunteers and organisations (voluntary, community, public sector, private sector) | To perform the duties |
| Members of the public/potential volunteers | of the post |
| Safecare staff and all those contracted to Safecare for the purposes of delivering this service |  |
| Local Authority representatives |  |
| Members and Officers of Principal Authorities (more general) |  |
| Media (through the Delivery and Development Manager) |  |