

Person Specification - Healthwatch North Lincolnshire Volunteer Coordinator		
Requirement	Essential	Desirable
1. Abilities	<ul style="list-style-type: none"> <li>• Focussed and well organised and capable of prioritising and planning a workload.</li> <li>• Excellent interpersonal skills and the ability to engage people from a wide range of social, cultural &amp; ethnic backgrounds</li> <li>• Ability to work in a public environment with a minimum of supervision.</li> <li>• Ability to lead, direct and supervise individuals / volunteers.</li> <li>• Recent experience if working in an office based environment</li> <li>• IT literate and numerate with the ability to produce professional documents including reports, presentations and spreadsheets.</li> <li>• Good working knowledge of information governance and data protection legislation.</li> <li>• Ability to work on tasks independently as well as part of a team.</li> <li>• A calm, professional and positive approach with a focus on customer service delivery and quality.</li> <li>• Ability to work to deadlines and under pressure.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to deliver training.</li> <li>• Ability to apply creative thinking and be able to deliver innovative but relevant and practical solutions.</li> </ul>

	<ul style="list-style-type: none"> <li>• An ability to initiate and maintain positive and productive relationships with the public and stakeholders.</li> <li>• Be flexible, proactive and adaptive to the demands of the role.</li> </ul>	
2. Qualifications/ Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of good practice relating to the recruitment and management of volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of structures and processes in the public sector in the field of health and social care.</li> <li>• Awareness of key local issues in health and social care.</li> <li>• Knowledge of the voluntary and community sector.</li> </ul>
3. Personal qualities	<ul style="list-style-type: none"> <li>• Positive attitude and commitment to team working.</li> <li>• Passionate about involving volunteers in all areas of the work of Healthwatch.</li> <li>• Clean driving license with access to vehicle.</li> <li>• Willingness to travel around the county and to attend some regional/national meetings.</li> <li>• Flexibility to work outside normal hours occasionally and to work at other sites.</li> <li>• Enhanced DBS check will be required.</li> <li>• Commitment to promoting equality and diversity and an ability to implement this ethos in a practical, non-judgemental way throughout your work.</li> </ul>	