



Respite Harold's Cross
Rehabilitation Blackrock
Reassurance Wicklow

Job Description & Person Specification

Fundraising Volunteer Coordinator

- 0.6WTE (21 hours)
- Indefinite Duration contract
- Based in Harold's Cross with travel to Blackrock and Wicklow
- Board of Directors Funded
- Grade IV (Clerical)



Thank you

for your interest in joining the Our Lady's Hospice & Care Services team.

This is a fantastic opportunity to join an ambitious organisation with a vital mission to provide specialist health and social care services within our three Hospices and surrounding communities.

We passionately believe that everyone living in our community should be able to access high quality person-centred care when they need it. We also believe that our services should be delivered in the most appropriate and effective way to meet growing demand and the increasingly complex needs of an ageing population.

To achieve that vision, our services must continually adapt and our Strategic Plan outlines plans to enhance our care by building capacity, reconfiguring and integrating our services and workforce based on best practice, evidence-based models of care and anticipated future needs.

To achieve these important goals, we need a strong, diverse and dynamic team committed to working together to meet the needs of our patients, residents and their families.

To achieve the above, we are looking for exceptional people to join our team. In this document, we present information about Our Lady's Hospice & Care Services as well as information about this important role. If this is of interest to you – please get in touch.

Mary Flanagan, C.E.O.

Mission Statement

Our Lady's Hospice & Care Services, founded by the Sisters of Charity in 1879, continues its mission by providing, with loving care, high quality, person-centred health and social care services in the Hospice and community.



Who we are

Established by the Religious Sisters of Charity in 1879, the Hospice in Harold's Cross was opened in response to the healthcare needs of the community. Today, Our Lady's Hospice & Care Services (OLH&CS) provides specialist care for a catchment of over one million people with a wide range of needs, from residential rehabilitation to end-of-life care, from our bases in Harold's Cross, Blackrock (est. 2003) and Wicklow (est. 2020).

As the profile and needs of patients has changed over the years, the Hospice formed three core services, which are supported by education and research, as the bedrock of quality healthcare:

- Specialist palliative care is delivered in each of our three locations, making us the largest provider in Ireland.
- Our campus in Harold's Cross houses the Rheumatic & Musculoskeletal Disease Unit, a unique service that enables those with a chronic condition to maintain or improve their quality of living.
- Our Harold's Cross campus also houses our Care of the Older Person service comprising our Community Rehabilitation Unit (CRU) and a residential unit. CRU provides in-patient care for frail over-65s and our residential unit, Anna Gaynor House, is a safe comfortable home for older people with high dependencies.

Over 700 medical and general staff and 400 incredible volunteers provide world class person-centred care to help patients and residents achieve their best quality of life and support their families.

OLH&CS is funded by the HSE to provide a defined level of service on its behalf and is a section 38 provider with a voluntary Board of Directors.

OLH&CS also relies on fundraising to enhance patient services and to continue developing its three sites and must raise a minimum of €5.5 million every single year.

Our Core Values

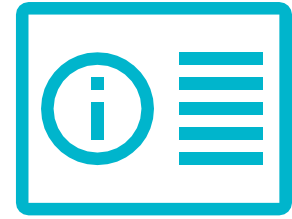
Human Dignity: To respect the unique worth of every individual.

Compassion: To empathise with those who are in discomfort or suffering and to strive to understand their experience.

Justice: To consistently act with integrity, honesty, commitment and accountability.

Quality: To strive for excellence in all aspects of our work.

Advocacy: To represent the needs of those who are unable to speak for themselves



About the Role

TITLE: Fundraising Volunteer Coordinator

REPORTING TO: Senior Manager Public Fundraising

SALARY SCALE: Department of Health & Children consolidated pay scales (01/03 /2025) apply per annum pro rata: **Grade IV (Clerical-0558) | €35,256 - €51,206 (LSI - €52,776- €54,370)**. This position is funded by the Board of Directors.

The successful candidate's salary will be calculated strictly on the number of years of relevant/comparable experience, i.e. each year of relevant/comparable experience will decide the point at which your salary will be between the 1st and last point of the pay scale above.

For any salary queries please contact the H.R. department on: 01-491 25 94.

PENSION SCHEME: The successful candidate will become a member of the Our Lady's Hospice & Care Services (OLH&CS) defined contribution pension scheme administered by Irish Life through Pension Consultants AON Hewitt. **As this post is not H.S.E. funded, please note this is not a public sector pension scheme.** If you are a member of an Irish Public Sector Pension Scheme, which is not the Single Public Service Pension Scheme (SPSPS), please ensure that you contact your current pension scheme administrators to ensure you are fully aware of the implications of leaving a public sector pension scheme for a period of 26 weeks or greater.

HOLIDAYS: 27 days per annum pro rata

HEALTH: A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, the successful candidate, before being appointed, shall undergo a pre-employment medical.

CHARACTER: A candidate for and any person holding the office must be of good character.

HOURS OF WORK: 21 hours per week. Details of starting and finishing times, which may vary in accordance with Hospice needs, will be notified to you by your Head of Department. There will be times when you will be required to work outside of the normal office hours.

WORKING WEEK:	<p>Will be determined by the needs of the department.</p> <p>Note: working week will be full time at busy campaign & event times.</p>
LOCATION:	<p>This position is based in Harold's Cross however, Our Lady's Hospice & Care Services (OLH&CS) currently operates across three sites; Harold's Cross, Blackrock and Wicklow. In the interest of patient care and changing needs, candidates are required to be completely flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by the Chief Executive Officer.</p>
ETHICAL CODE:	<p>The post holder is requested to respect the special charism, ethos and tradition of OLH&CS and to observe and comply with its general policies, procedures and regulations.</p>
CONFIDENTIALITY:	<p>You will have access to various types of records/information in the course of your work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff, patients or other Hospital business be divulged or discussed except in the performance of normal duty.</p> <p>In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.</p>
GARDA VETTING:	<p>Legislation has been introduced for the provision of Garda Vetting in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable adults. The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to an appointment being made.</p>
JOB PURPOSE:	<p>An exciting opportunity has arisen for an enthusiastic and motivated individual to join an established, busy and dynamic Fundraising & Communications Department. The post of Fundraising Volunteer Coordinator will play an important role in the development and execution of new and existing events and campaigns and community fundraising to support vital frontline services across our three Hospice sites of Harold's Cross, Blackrock & Wicklow. The role will report into the Senior Manager Public Fundraising.</p>

MAIN DUTIES AND RESPONSIBILITIES

The Fundraising Volunteer Coordinator is an important and central role within the Fundraising and Communications Department of OLH&CS and will be responsible for the management of Fundraising Volunteers across our three current sites of Harold's Cross, Blackrock and Wicklow. The role will have the following responsibilities including but not limited to:

Volunteer Recruitment, Management and Communications

- The Fundraising Volunteer Coordinator will be the central point of contact for all Fundraising Volunteers within the Department.
- Will be responsible for leading and developing the Fundraising Volunteer function within the department and the wider organisation.
- Responsible for the recruitment, induction, training and assigning of roles of Fundraising Volunteers to meet the needs of the Department.
- Responsible for the development and implementation of the Fundraising Volunteers Strategy.
- Identify potential improvements for the Volunteer Function.
- To work in close collaboration with the 'Patient Support' Volunteer Department & Bereavement Volunteer Coordinator as appropriate ensuring consistency of message across the OLH&CS Volunteer function.
- Responsible for maintaining accurate Fundraising Volunteer documentation / details in the CRM database aligning to current data protection legislation (retention and purging) / best practice.
- Responsible for ensuring the Fundraising Volunteer sections of the OLH&CS website are maintained and up to date.
- Responsible for ensuring volunteer resources / training manuals / process documents are developed / maintained as required.
- Responsible for celebrating the role of the Fundraising Volunteer both internally and externally including formal and informal volunteer recognition activities to recognize the contribution of Volunteers to the organisation, i.e. Thank you events, annual Volunteer Awards, regular Fundraising Volunteer Information Days, Mission Hero Awards, celebrating National Day of the Volunteer etc.

Campaigns and Events

This role will be responsible for all Volunteer aspects of events and campaigns within the Fundraising and Communications Department such as:

- Recruitment of Volunteers to support with various aspects of events and campaigns as appropriate.
- Liaise with colleagues in Fundraising Department in recruitment of volunteers for campaigns & events.
- Manage administration and allocation of volunteer roles for all campaigns & events.
- Recruit, manage, train and support Volunteer Team Leader roles as required for various events.
- Develop / update Fundraising Volunteer role descriptions as required for campaigns and events.
- Management of the Fundraising stockroom and packing room.
- Management of stock control pre / post events.
- Management of Fundraising Volunteer Coin Box campaign.
- Attend fundraising events as appropriate.

Strategic Development

- Development and implementation of Departmental Volunteer Strategy
- Develop, update and maintain Fundraising volunteer policies and procedures as required and in line with current legislation and adhering to the CRA's 'Guidelines for Charitable Organisations on Fundraising from the Public.'

General

- Provide regular reporting as requested including annual Y/E review of Fundraising Volunteer activity.
- Management of the Fundraising Volunteer budget.
- To have a working knowledge of and adhere to departmental and organisational policies at all times.
- Represent and act as an ambassador of OLH&CS.
- Liaise internally with other OLH&CS departments for the benefit of fundraising strategies & events.
- To ensure confidentiality in all matters of information obtained during the course of employment.
- Perform other duties as assigned by the Senior Manager Public Fundraising / the Director of Fundraising and Communications.
- Ensure Fundraising Volunteers work in a safe and healthy environment in accordance with all relevant legislation and regulation.
- Ensure Fundraising Volunteers work in a supportive environment aligning to the values and ethos of Hospice care.

Self-Development

- To be aware of current developments and issues in health care and volunteering by reading current literature and keeping abreast of new developments, attending 'in-house' seminars, lectures and courses when possible and as appropriate in consultation with your Line Manager.
- To assume responsibility for his/her own professional development and safe work practice.
- To ensure a safe environment for himself/herself, colleagues and visitors.
- To present and act in a professional manner at all times.

Garda Vetting:

- Legislation has been introduced for the provision of Garda Vetting in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. The appointed candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.

The duties and responsibilities detailed above are a reflection of the present service requirements and are not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to the post holder from time to time and to contribute to the development of the post while in office.

This job description & person specification will be subject to review in the light of changing circumstances. The job description & person specification is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work.

This job specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.

Core Competencies

Level 1 on the Competency Based Framework

Professional Knowledge and Skills
<ul style="list-style-type: none"> • Demonstrate an appropriate level of understanding of the role of Fundraising Volunteer Coordinator. • Demonstrate the knowledge, abilities and technical skills required to provide safe, efficient and effective service in the area(s) of responsibility. • Demonstrate sufficient knowledge in the area of Volunteerism in relation to current trends, resources and other information. • Demonstrate knowledge of legislative & governance requirements relating to volunteerism and the workplace. • Demonstrate a commitment to continuous professional development and knowledge sharing. • Demonstrate a willingness to engage with and develop IT skills relevant to the role.

Quality Service
Level 1
<ul style="list-style-type: none"> • Adopts a patient / resident centred approach at all times • Demonstrates a commitment to achieving a high standard result • Is flexible and adaptable to meet unanticipated demands • Ability to act as an advocate for patients and residents • Can participate in a multi-disciplinary approach to ensure the best possible result is provided • Complies with organisational policies and procedures at all times • Strong use of initiative • Demonstrates an ability to evaluate, audit and review practice • Identifies and prioritises the requirements of change within own service area, bearing in mind the departmental impact • Utilises research and best practice to work

Continuous Learning and Development
Level 1
<ul style="list-style-type: none"> • Displays enthusiasm and motivation to work • Ensures volunteers are trained on all new policies and procedures • Learns quickly and adapts with new ideas and procedures • Engages in performance management and participates in training as required • Awareness of all roles, departments and structures within the organisation • Takes accountability for maintaining one's own continuous professional development • Receptive to constructive feedback • Aware of one's own limitations • Strives to progress within the organisation • Achieves performance goals • Engage in knowledge and experience sharing for the purposes of learning and development

Professional Service

Our Lady's Hospice & Care Services is committed to providing a professional, efficient and flexible service through ensuring our staff have the required knowledge and effective planning and organising skills in order to maximise the quality of the service whilst managing competing demands.

Organisational Knowledge
Level 1
<ul style="list-style-type: none">• Strong knowledge of Our Lady's Hospice & Care Services Core Values, Mission Statement and services provided to patients/residents in both Harold's Cross and Blackrock• Strong understanding of the healthcare & volunteerism environment• Awareness of the organisational chart and the department and management structures throughout the organisation• Understands and adheres to policies, procedures, regulation and standards• Applies practice that is in accordance with relevant legislation and standards• Adhere to a professional code of practice relevant to area of practice• Understands one's own scope of practice

Planning and Organising
Level 1
<ul style="list-style-type: none">• Demonstrates the ability to plan and deliver the duties of the role in an effective and resourceful manner in a busy fundraising department.• Must demonstrate strong administration skills• Adopts a systematic approach to planning, organising and managing caseload effectively• Ability to multi-task without losing focus• Manage competing and changing priorities effectively• Demonstrates a flexible and adaptable approach in a changing environment• Deal with issues in a prompt and timely manner• Utilise established processes and systems for prioritising and delivering on tasks• Demonstrates a high level of attention to detail to ensure accuracy and adherence to policies and procedures• Anticipates problems and issues and take preventative action to address these• Prepares by ensuring adequate resources are available

Professionalism
Level 1
<ul style="list-style-type: none">• Demonstrates honesty, integrity and holds a strong code of ethics• Maintains appropriate and professional boundaries managing volunteers fairly & consistently• Ensure confidentiality and discretion is respected in all volunteer, departmental and hospice related matters• Demonstrates enthusiasm and commitment to one's work• Demonstrates an ability to apply knowledge to best practice• Maintains professional appearance and adheres to organisational dress code• Manages personal problems to minimise impact on work and professional relationships• Ability to work in an accurate and consistent manner

People

Our Lady's Hospice & Care Services strives to ensure an open, transparent and objective environment through the utilisation of effective communication and teamwork. We aim to optimise organisational output and achievements through effective people management skills to maximise performance. Effective communication ensures a high quality and accessible service.

Communication
Level 1
<ul style="list-style-type: none">• Demonstrates excellent communication skills, both verbal and non-verbal• Clearly and confidently articulates ideas and opinions and their underlying rationale• Draws on a variety of communication methods to fit a various situations and circumstances• Actively listens• Patiently explains things to others and uses questions to check for understanding and to avoid misinterpretation• Approachable using open body language• Respects confidentiality• Demonstrates the ability to engage in compassionate, individualised and timely communication with individuals with volunteer, donors and team members.• Displays awareness and appreciation of the service users and the ability to empathise with and treat others with dignity and respect.• Regular updates, verbal, written and in person presentations to volunteers.

Team Player
Level 1
<ul style="list-style-type: none">• Demonstrates the ability to work co-operatively as part of a team• Proactively develops and nurtures workplace relationships• Is a supportive team member• Fosters a collaborative team working environment• Utilises teamwork to share best practice ideas and breakdown departmental barriers• Establishes and maintains external networks for the purposes of increasing efficiency of service delivery and improving quality

People Management
Level 1
<ul style="list-style-type: none">• Demonstrates patience and respect when imparting information to others• Shows respect on a consistent basis to staff• Acknowledges contributions of all• Approachable and available for advice and support• Monitors individual volunteers' performance and progress• Empowers volunteers to carry out their work• Ensures volunteers are aware of their role and how it contributes to the organisational strategic objectives

Change Management

Change management is the process, tools and techniques to manage change to achieve the required organisational outcome. Our Lady's Hospice & Care Services utilises leadership and innovation to aid the organisation to make successful transitions resulting in the adoption and realisation of change in an ever-changing environment.

Leadership
Level 1
<ul style="list-style-type: none">• Leads by example• Energetic and enthusiastic approach to work• Motivates and supports volunteers and work colleagues• Demonstrates an ability to be flexible and change position if required• Builds credibility and portrays the profession in a positive light by being professional and well informed• Provides clear direction to volunteers in relation to goals and articulate where the goals fit with the organisational strategy• Ability to encourage, inspire and support others

Innovation
Level 1
<ul style="list-style-type: none">• Thinks creatively and implements solutions for everyday problems• Identifies a variety of approaches to problem solving• Strives to continually improve own processes and service area

Problem Solving and Decision Making
Level 1
<ul style="list-style-type: none">• Demonstrates the ability to effectively evaluate information and make appropriate decisions• Acts quickly to address urgent matters• Demonstrates a reflective approach when dealing with problems,• Carefully evaluates different solutions prior to action• Supports ideas, views and initiatives with logic and reasoning• Identifies and uses appropriate sources of information when making decisions• Knows when to escalate an issue to Senior Manager

Person Specifications

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Relevant third level qualification at degree level or higher 	<ul style="list-style-type: none"> A relevant professional qualification in the area of Event & Campaign/ Project Management.
Experience	<ul style="list-style-type: none"> Minimum of 3 years, in the last 5 years, relevant experience in people or team management Experience of campaign and event or project management Experience in budget management Familiar with CRM Software. Familiar with data protection legislation. Experience in data management. Strong proficiency in Microsoft Office packages: i.e. Word/ Excel/ PowerPoint etc. 	<ul style="list-style-type: none"> Experience working in not for profit or charity sector. Experience of volunteer management Experience of delivering presentations and of teaching/training groups.
Other	<ul style="list-style-type: none"> Full valid driving license 	



Our Lady's Hospice & Care Services has three locations:



Respite
Rehabilitation
Reassurance

Harold's Cross
Blackrock
Wicklow

Harold's Cross Hospice
Harold's Cross
Dublin
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E: info@olh.ie

Blackrock Hospice
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