

# Volunteering for Health Development Officer

## Job pack

Thanks for your interest in working at Liverpool Charity and Voluntary Services (LCVS).

This job pack should give you everything you need to know to apply for this role and what it means to work at LCVS.

In this pack you'll find:

- Information about LCVS
- Information about this role
- Job description and person specification
- Our offer to employees
- Our commitment to Equalities, Diversity, and Inclusion
- Candidate instructions

### **Want to chat about this role?**

If you want to chat about the role further, you can contact Richard Davies (Director of Capacity and Engagement) on [richard.davies@lcvs.org.uk](mailto:richard.davies@lcvs.org.uk) to arrange an appointment.

# About LCVS

For over a century, LCVS has been working to improve the wellbeing of individuals and communities in Liverpool by supporting and encouraging charitable giving and voluntary action and by bringing people, organisations, and resources together.

LCVS provides support, advice, training, networking and representation for individuals and charitable organisations. We help donors distribute over £4 million every year.

**Our Vision** is for a dynamic and flourishing voluntary sector in Liverpool, dedicated to helping local communities thrive

**Our mission** is to improve the wellbeing of individuals and communities in Liverpool through supporting and encouraging charitable giving and voluntary action by bringing people, organisations and resources together

**In a sentence** LCVS exists to help Liverpool's voluntary and community organisations to thrive

LCVS hosts a broad range of support services and programs:

## **Sector Capacity Building for the Voluntary Community Faith Social Enterprise (VCFSE) Sector**

- Governance support and business planning
- Fundraising support
- Training
- Campaigning and lobbying on behalf of the sector
- Distributing news on policy change, good practice, funding opportunities

## **Organisational & Financial Services**

- Community Accountancy
- Payroll
- Grant funding distribution
- Services for charitable trusts and foundations
- ICT support
- Marketing and communications

## **Health and Wellbeing**

- Health linked volunteering
- Supporting those with mental health conditions to access VCSE services
- Research
- Supporting Cheshire and Merseyside Cancer Alliance
- Hosting the Well Placed Partnership and Health Wellbeing Organisations Network

## **Accommodation**

- Office space and conferencing facilities for charities and other service providers at 151 Dale Street

# **About this role**

Volunteering for Health is an NHS funded program to build the capacity and capability of organisations and local health and care systems in England, through the development of volunteering infrastructure. It aims to realise the potential of volunteering in improving the experience and outcomes of people using our health and care systems.

Following a successful bid by Liverpool Charity and Voluntary Services (LCVS) as part of a partnership with NHS University Hospitals of Liverpool Group (UHL Group), NHS Cheshire and Merseyside, and Liverpool City Council we are recruiting for two posts, a program lead and program officer to support the partnership in its intention to:

- Establish a robust volunteering infrastructure to address identified health needs and priorities
- Strengthen the capacity of VCFSE organisations to engage with health volunteering
- Promote collaboration between VCFSE, and statutory organisations to improve health outcomes
- Ensuring sustainability of health volunteering practices beyond the life of the project
- Responding to identified gaps in health volunteering and integrating efforts with local health strategies

# **Volunteering for Health Development Officer**

## **Job Description**

### **Department**

Capacity & Engagement Team

### **Salary**

£26,530

### **Location**

Liverpool (Hybrid working, city-wide, with office in Liverpool city-centre)

### **Contract**

To 30<sup>th</sup> June 2027

### **Hours**

Full-time: 35 hours per week

### **Accountable to**

Volunteering for Health Project Lead

### **Staff Responsible for**

None

### **Main working contacts**

- Volunteering for Health Steering Group
- HDRC Liverpool Public & Community Engagement Officer (Liverpool City Council)
- LCVS Team
- Voluntary Community Faith Social Enterprise Sector (VCFSE) organisations
- Public sector partners including Liverpool City Council, Universities and NHS and
- Volunteers and community representatives

### **MAIN PURPOSE**

The Volunteering for Health Development Officer will support the development and delivery of coherent and sustainable volunteering infrastructure in Liverpool, particularly to grow the level of health and wellbeing linked volunteering opportunities across Liverpool.

This role will involve capacity building within the VCFSE sector, promoting innovative volunteer recruitment and management strategies, and developing collaborative partnerships with public health and NHS bodies.

The role focuses on ensuring diverse, inclusive, and well-supported volunteering opportunities that improve health outcomes and strengthen community wellbeing.

The budget includes an element of grant funding which will be used to build the capacity and support involvement of VCFSE organisations in the program.

## **Key Tasks**

### **1. Capacity Building for the VCFSE Sector**

- Support VCFSE organisations in recruiting, managing, and retaining volunteers.
- Deliver and facilitate the provision of training for volunteer involving organisations, including areas such as safeguarding, volunteer management, and use of the [TeamKinetic portal](#) including overseeing changes to that portal
- Provide tailored advice and mentoring to VCFSE organisations to meet specific needs.
- To support the development of a toolbox for VCFSE organisations – so good practice template policies and procedures which could be used to support volunteering
- Support the process of grant funding distribution to the VCFSE sector (to support organisations which can support volunteering)

### **2. Volunteer Recruitment and Engagement**

- Promote diverse and inclusive volunteering opportunities within health pathways
- Collaborate with public health and NHS partners to integrate volunteering into care pathways, such as hospital discharge and community mental health, and exploring approaches which will support volunteering in more clinical environments
- Use innovative outreach strategies to engage underrepresented groups in volunteering
- Support the promotion and development of best practice models for volunteer-involving organisations covering all aspects of volunteer involvement and volunteer management

### **3. Develop a Community of Practice**

- Facilitate meetings of VCFSE, LA, and NHS partners to share best practices and learning

- Support the development of a community of practice of organisations working to improve public health through volunteering
- Identify and address gaps in volunteer support through shared data and collaborative planning
- Administer and support the Community of Practice to foster partnership working

#### 4. Digital Volunteer Management

- Support the development and promotion of the [TeamKinetic Volunteering Portal](#).
- Ensure the portal supports VCFSE organisations in health linked volunteer recruitment and management effectively
- Provide training and ongoing support for portal use across the sector

#### 5. Monitoring and Evaluation

- Support the process of capturing and analysing data on volunteer activities and outcomes
- Support the process of reporting on project progress, including impact on health inequalities and community wellbeing
- Collaborate with external evaluators to assess the program's success
- Provide regular reports on project progress, including impact on health inequalities and community wellbeing

#### 6. Partnership and Collaboration

- Work closely with Liverpool City Council, NHS Trusts, and other partners to align volunteering efforts with public health priorities
- Support the development of a strategic citywide approach to volunteering focused on health and care outcomes
- Promote shared learning and innovation across all partners

#### General Tasks

- Work sensitively and collaboratively with stakeholders, ensuring inclusivity, and respect for diversity
- Adhere to organisational policies and procedures, including safeguarding, confidentiality, EDI, and health and safety
- Undertake continual professional development, including training as necessary
- Undertake any other duties as required by the LCVS

## Person Specification

### Essential Criteria

- Proven experience in volunteer management or community engagement
- Proven experience in volunteer recruitment, management or community engagement
- Experience in capacity building and training delivery including experience in providing training to volunteer-involving organisations
- Strong interpersonal skills and the ability to work with diverse communities
- Knowledge of safeguarding, data protection, and health and safety practices
- Ability to work collaboratively with VCFSE, public health, and NHS partners
- Strong organisational skills and ability to manage multiple tasks effectively

### Desirable Criteria

- Experience using volunteer management systems like TeamKinetic
- Familiarity with health and social care pathways in Liverpool
- Experience of grant funding development and/or management

### Equal Opportunities

LCVS is committed to equal opportunities and anti-discriminatory practices, ensuring all individuals are treated fairly, regardless of gender, race, disability, or background. We are reviewing our approach to EDI to become a proactively anti racist organisation.

# Our offer to employees

- Working for an organisation purely motivated by mission
- A supportive environment encouraging a culture of mutual support - Help will always be given at LCVS to those who ask for it
- A culture of empowerment and delegation with a commitment to dispersing leadership throughout the organisation, regardless of their position
- City centre location (very close to Liverpool Lime Street Station)
- Flexible and hybrid working opportunities
- 25 days annual leave per year with opportunities to increase that linked to length of service
- An additional three to four days annual Christmas shutdown leave
- Pension scheme enrolment with an employer's contribution of 5%
- Access to an employee assistance programme
- Zero interest loan for bicycle purchases

## Our commitment to Equalities, Diversity, and Inclusion

LCVS is committed to equal opportunities and anti-discriminatory practices, ensuring all individuals are treated fairly, regardless of gender, race, disability, or any other characteristic. We are currently reviewing our approach to EDI to become a proactively anti racist organisation and in the future we want this section of the job pack to be a much more substantial section.

In support of our EDI approach, for this recruitment process, we will maintain applicant anonymity in the process throughout the first shortlisting stage. We make decisions based only upon the candidate responses to the questions we have set. We design those questions to ascertain the capability of those candidates based on the approach they will take to a given situation, rather than a process which predominantly focuses upon previous experience. The candidates which score highly at this stage will be shortlisted for interview, providing they also meet the essential criteria.



## Candidate Instructions

Please provide:

1. **A copy of your CV** which should include the following:
  - Contact details: name, address, email, contact number
  - Your qualifications, training experience, skills, etc
  - Your work (and volunteering) history to date
  - Two professional references, including contact details, with one of those being your most recent employer. This should include name, job title, organisation, email address, contact number (we will not take up references until after the interviews, with your permission, and only if we offer the position to you)
2. **A statement of suitability** (no more than one side of A4), providing a summary of any relevant knowledge, skills and experience to evidence your suitability for this post
3. **A response to the following 5 questions** designed to assess your suitability for the post (a maximum of 250 words per question):
  1. What methods or approaches could be used to stimulate greater levels of health-related volunteering?
  2. How could you ensure the positive engagement of VCFSE organisations in the program?
  3. You have been asked to deliver a workshop on effective volunteer recruitment for VCFSE organisations. How would you ensure that this is successful?
  4. How could you build relationships with relevant individuals who work within the public sector, particularly recognising the other partners involved in this project?
  5. How could you support Equalities, Diversity, and Inclusion in your approach to this role?

Please provide items and 1 and 2 in a PDF or MS Word format.

Please provide your response to the questions (item 3) in an MS Word Format.

Please email this information to [jobs@lcvs.org.uk](mailto:jobs@lcvs.org.uk) by 12pm on the 9<sup>th</sup> June 2025.  
Applications received after the closing date will not be considered.

**Interviews will take place on 24<sup>th</sup> June 2025**