



St. Francis Hospice

JOB DESCRIPTION

VOLUNTEER SERVICES ADMINISTRATIVE ASSISTANT

GRADE IV

FIXED TERM CONTRACT

(WTE 0.76)

JOB REFERENCE: 2026 - 015

ISSUE DATE: FEBRUARY 2026

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1. JOB PURPOSE

The Volunteer Services Administrative Assistant, will provide day to day administrative and generalist support to the Green Healthcare and Volunteer Services Manager. This role will assist in the coordination of a large team of enthusiastic and dedicated Volunteers who enhance the quality of care provided by St Francis Hospice. Our volunteer programme has received the “Investing in Volunteers Award” which is the Irish and UK quality standard for best practice in volunteer management.

The post holder will also be trained in and undertake cover for the Reception area, when required

2. ACCOUNTABILITY

The position reports to and is accountable to the Green Healthcare and Volunteer Services Manager, and in her absence to the Volunteer Services Administrator Lead or other designated officer in all matters relating to the job.

3. KEY DIMENSIONS

Direct reporting to the Green Healthcare and Volunteer Services Manager and in her absence to the Volunteer Services Administrator Lead.

Key internal relationships that will influence the success of the role: Volunteer Department Team members, Volunteers, the department managers and employees across both locations.

Key external relationships that will influence the success of the role: Liaising with the National Volunteer development agencies on a national and local basis.

4. OPERATING ENVIRONMENT

Contractual Hours: 26.5 hours per week

Hours of work: Between the hours of 08:00 and 16:00, Monday to Friday. Detailed of starting and finishing times, which may vary in accordance with Hospice needs will be notified by your line manager. There will be times when you will be required to work outside of the normal office hours. The post holder will also be attending some volunteering evening events e.g. Volunteers’ Christmas Parties, volunteers’ recruitment campaigns.

Location: This position is based in SFHD; however, SFHD operates across two sites: Raheny & Blanchardstown. The post holder will be based mainly in Raheny, in the interest of the volunteering department, patient care and changing needs, candidates are required to be 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 Green Healthcare and Volunteer Services Manager.

As St. Francis Hospice Dublin is an expanding service the demands for services can change and it will be necessary to meet these changes through the organisation. In such circumstances it may be necessary to review the work location for this post and, on behalf of the Board of Directors, the Leadership Team reserves the right to change the terms and conditions as necessary. However, notification will be given of any such changes.

Garda Vetting: The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.

5. SCALES, ANNUAL LEAVE & PENSION SCHEME

Salary Scale: Department of Health & Children Consolidated Salary Scale (1st August 2025)– Grade IV based on 35 hours per week – Pro Rata

35,609	37,741	38,597	40,760	42,740	44,473	46,151	48,414	50,059	51,718	53,296	54,914	LSIs
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Annual Leave: 26 days per annum – Pro Rata

Pension Scheme:

Your post, position, or office is pensionable for the purpose of the Single Public Service Pension Scheme (the “SPSPS”)

6. THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• To have undertaken an Office Administration/Secretarial Course or other relevant course.	<ul style="list-style-type: none">• Qualification at Level 6 -NFQ or its equivalent in a relevant discipline.
Experience	<ul style="list-style-type: none">• Significant experience of using MS Office, in particular, Word, Excel, Email, Internet, PowerPoint, Access and other relevant packages.• Have a minimum of three years clerical/secretarial/administration experience.• Evidence of strong coordination skills of large amount of data/ people/ events.	<ul style="list-style-type: none">• Experience of working with Volunteers ideally in a Health Care setting.
Other	<ul style="list-style-type: none">• Full driving license.	

CORE COMPETENCIES

- Demonstrate an understanding of the application of the values and ethos of SFHD.
- Demonstrate an understanding of the principles of volunteering.
- Demonstrate effective communication (verbal & written) and interpersonal skills including the ability to collaborate with colleagues.
- Ability to develop positive working relationships internally and externally.
- Have proven planning and organisational skills.
- Have the ability to work on own initiative, meet deadlines, prioritise and manage a number of issues simultaneously and demonstrate attention to detail.
- Be able to identify potential difficulties and formulate solutions.
- Demonstrate a commitment to continuing professional development.

7. OUTLINE OF JOB DUTIES AND RESPONSIBILITIES

The role of the Volunteer Services Administrative Assistant includes but is not limited to:

General Administration

- Administrative support to the Green Healthcare and Volunteer Services Manager.

- Maintaining complete records for all Volunteers in the Hospice.
- Organising the rota and cover for Volunteers.
- Championing volunteering
- Processing the recruitment cycle of new volunteers.
- Maintaining professional contact with Volunteers.
- Dealing with a variety of correspondence, calls, and reports, and any other administration requirements.
- Ensuring confidentiality with files and information and ensuring that files are kept up to date with correspondence, notes, etc. in line with relevant St Francis Hospice Dublin policies and procedures.
- Ensuring that both hard copy and computer filing systems are organised and managed efficiently and effectively.
- Scheduling meetings with Volunteers under the direction of the Green Healthcare and Volunteer Services Manager.
- Prepare reports relevant to the Volunteer Services.
- Organising the training and orientation programmes for the Volunteers in conjunction with the Green Healthcare and Volunteer Services Manager and / or Education department or Education facilitators.
- Assisting with organising and attending meetings or events and where required producing and distributing minutes.
- Answering queries in person or on the telephone conducted in a sensitive and appropriate manner.
- Involvement in project work / tasks as determined by the Green Healthcare and Volunteer Services Manager

Recruitment

- Promote St Francis Hospice Dublin volunteer opportunities with external organisations.
- Manage the full-life cycle of the Volunteers Recruitment processes (incl. drafting role descriptions, distributing Application Forms, organising interviews, sitting at interviews, reference checking, processing Garda vetting etc...)
- Maintaining Volunteer waiting lists for available positions.
- Dealing with recruitment queries and general requests.
- Compiling starter packs for all new Volunteers.
- Preparing documentation for orientation programme, ensuring the required facilities are booked and following up on Orientation Programme feedback.
- Ensuring that the relevant documentation is completed by the new Volunteer i.e. confidentiality statement, signature sheet, email / internet policy, etc.

Training

- Manage the full-life cycle of the Volunteers Training processes (incl. organising training course, notifications, booking of rooms, preparation of Training material, follow up with non-attendees etc.)
- Updating the database in relation to training completed by Volunteers.

- Ensuring that all new Volunteers attend the relevant training.

Others

- Participation in continuous improvement initiatives to ensure volunteering/Organisational practices, procedures, policies are in line with best practice e.g. GDPR
- To cover the role of other team members in the department should situations arise requiring cover as directed by the Green Healthcare and Volunteer services Manager.

General

- Comply with the Mission Statement, Ethos and Values of St. Francis Hospice Dublin.
- Ensuring compliance with Health and Safety procedures in relation to all Hospice activities.
- Contribute to and comply fully with the St. Francis Hospice Dublin Safety Statement including safe working practice as laid down by the Safety, Health and Welfare at work Act 2005 and any other relevant legislation.
- Comply with the St. Francis Hospice Dublin policies relating to confidentiality and ensure confidentiality in all matters of information obtained during the course of employment.
- Adhere to the Policies & Procedures of St. Francis Hospice Dublin at all times.
- Actively engage in continuous personal development and learning.
- Present and act in a professional manner at all the times.

Carrying out any other reasonable duties, appropriate to the office that may be required from time to time by the Green Healthcare and Volunteer Services Manager or other designated officer.

The successful candidate will be required to update their knowledge and skills to fit the changing requirements of the post. Therefore, this Job Description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. It will be reviewed and updated in line with future needs.

The successful candidate will be required to maintain, enhance and develop their knowledge, skills and attitudes necessary to respond to a changing situation.

Signature of Job Holder:	Signature of Line Manager or Designated Officer:
Job Title:	Job Title:
Date:	Date:

