

National Volunteer and Organisational Development Manager



CANDIDATE INFORMATION PACK



About the Irish Kidney Association

The Irish Kidney Association (IKA) is a charitable voluntary organisation founded in 1978. We are dedicated to meeting the needs of renal patients and their families and carers, living with or likely to be affected by end stage renal disease. These needs are spread across all aspects of life – medical, social, and psychological.

Our prime role at the Irish Kidney Association is to support patients and their families affected by end stage kidney disease who are either being treated by dialysis or have a working kidney transplant.

“Our vision is to bring about the best quality of life for those affected by end-stage kidney disease, with quality and equality in their care and treatment.”



Our Mission

To be the national patient-led organisation which supports, educates, and advocates for people living with, or likely to be affected by end-stage kidney disease.

Membership

Members join the Irish Kidney Association by subscribing to the Constitution. The voluntary Board of Directors is elected from each of the 25 branches of the Association. At the year-end 2022 we had 3,773 members, of which 2,288 were patients and 1,485 were friends/family/carers, etc.

Our Priority

The prescribed course of each person's treatment affects their working life, their home and family life and often results in unemployment and loss of their meaningful identity.

A simple event such as booking a holiday with family and friends will be restricted by the limited availability of holiday centres with dialysis facilities. While the patient is regularly away from home receiving medical treatment for extended periods of time, a heavy burden falls on a stressed family unit.

The priority of the Association is to ensure that the unmet needs of the renal patient and family are addressed by the statutory health and education system either directly from the mainstream government systems or via an association like us. Within our resources, derived from voluntary donations and fundraising, we attempt to contribute to fulfilling these needs directly to the patient and family.

What the Irish Kidney Association do

As the only organisation representing the views of Irish kidney patients, the IKA continually lobbies on their behalf. This ongoing activity covers a wide variety of areas, including government departments, the HSE, hospitals, renal units, and many other

agencies. By joining with other organisations, the IKA helps in furthering the aims of all patients with chronic illness and improving their quality of life. The patient remains at the centre of the IKA, the patient's needs are paramount.



Organ Donor Awareness: The Irish Kidney Association's main awareness event is the annual Organ Donor Card campaign. Apply online to receive a card by post or use the Digital Organ Donor Card App. Users can use the app to start the 'Organ Donation Conversation' with their family, and make sure their wishes are known.

Patient Holidays: The Irish Kidney Association has three Holiday destinations in Tramore, (4 apartments) Tralee (house), and Killarney (house) which are available, free of charge, for transplant and dialysis patients to use. The properties are all run by volunteers.

Counselling: The IKA provides a free, comprehensive, and confidential counselling service for those diagnosed with kidney disease, their family members, and carers. These counsellors are accredited with their professional body and registered with the IKA to provide this service.

Peer support: The Peer Support Service is a new national online service provided by the Irish Kidney Association. Peer Support involves people with lived experience of end stage kidney disease supporting patients and their families who are facing similar situations. The service offers short term practical, emotional, and social support by appointment online.

Sports Programme: Physical health is a big part of keeping well whilst living with kidney disease, and after transplantation. The IKA's Sports Programme began as a way to encourage kidney patients to be more active and as a way for people to meet others in similar situations.

Transplant & Dialysis Sport brings together the gift of life offered so generously by the donors, and their families, and the strength of the human spirit as shown by the athletes. Now a team of over 80 members, Transplant Team Ireland has competed all over the world and is internationally recognised as one of the most successful and enjoyable teams.

Support Centre: The Irish Kidney Association Renal Support Centre has been in operation since 2000. Located in the grounds of Beaumont Hospital, the Centre is open all year round and provides free accommodation for all its residents. Rooms are available for families of kidney patients from outside Dublin, no matter what Dublin hospital their family member is attending and kidney patients who must travel long distances to see their consultant as an outpatient may stay overnight. Since the start of the COVID19 pandemic, the Centre has been used by Beaumont hospital who pay for patients to stay in a nearby hotel. It is planned to reopen the centre in 2023. A 2nd accommodation support centre in Cork is being opened in 2023.

Our Kind of person

The people who work for the Irish Kidney Association are genuinely supportive of one another, so everyone is expected to be a team player. Given that it is an organisation that supports people who are often unwell, every member of the organisation must have a strong capacity for empathy. As this is a brand-new key role, working closely with the CEO, the Manager will need to be a good communicator, ambitious and organised.

The Role

Key objectives for the role

- Strengthen IKA competency and capacity in volunteering at all levels from local branches to Directors at Board level.
- Make explicit the IKA values and culture for how business gets done and the necessary behaviours expected in all parts of the IKA.

A Typical Day

As this is a brand-new role, it is not possible to be specific. However, a typical day could involve responding to volunteer offers of help, presenting to branch officers in the online national branch officer forum. It will include some planning time to develop a volunteer strategy, drafting volunteer role descriptions and developing procedures for the volunteer management programme which the IT expert will use to develop the volunteer management database on Salesforce.

Despite its small size, the Irish Kidney Association has a high public profile. It has a small, friendly team with fantastic teamwork among the staff and the branches which provide a local network of contacts. Branch volunteers are dedicated to the cause - many have lived experience as either patients or family members have been patients. The working environment is informal and everyone is passionate

about the work they do. There are many stories of the impact of the work of the IKA.

If you would like to join a national charity with a great working culture and one that treats the needs of patients as paramount, this could be your next step in developing a successful career in management.

Key information about this role

- The salary scale for this role is €50,000 - €65,000.
- Full-time, 3-year contract with a view to permanency.
- Applications from job-share partners will be considered.
- Opportunity for remote and hybrid working.
- The annual leave entitlement is 23 days.
- 5% employer contribution to your pension.
- Paid sick leave policy.
- Availability of one-to-one independent professional coaching.
- Attendance at training events (most typically e.g., CII / Wheel events).

How to Apply

To apply for this role, please email your CV and a cover letter outlining your suitability for the role to recruitment@IKA.ie by Sunday the 22nd of October 2023.

Please note:

- Shortlisting will apply so please make sure your cover letter and CV are tailored to this position.
- First round interviews are scheduled to take place the first week of November online , followed by psychometric profiling, and a presentation at a second final interview.
- The successful candidate will ideally be in place by January 2024.

More information on the Irish Kidney Association can be found on our website at www.ika.ie

Thank you for your interest in this role. The full job description is shown overleaf.

Role Description

Job Title: National Volunteer & Organisation Development Manager

Job purpose:

- Strengthen IKA competency and capacity in volunteering at all levels from local branches to Directors at Board level.
- Make explicit the IKA values and culture for how business gets done and the necessary behaviours expected in all parts of the IKA.

Responsibilities:

- Develop volunteer strategy including a pipeline to ensure continuous supply, retention, and development of volunteers at all levels/roles from grassroots to board.
- Work with Board to identify skills needs for Board Directors and develop pathways to ensure all branches can nominate Directors with relevant skill sets.
- Work with CEO to promote a culture of patient led, passionate and professional culture within the IKA.
- Work with branches to identify their volunteer and skill needs and develop pathways to ensure more members can volunteer in a way that suits them.
- Set up processes and tool kits to facilitate the recruitment and training of volunteers for the branch network.
- Set up and manage volunteer records (admin support available)
- Lead on reporting to Board on volunteer activity
- Act as central contact person for IKA Donor house for volunteer enquiries
- Lead selection, recruitment, and training of volunteers for specific areas, e.g., peer support volunteers, branch officers
- Develop and implement comprehensive risk management and mitigation plans for volunteering.
- Working with branches, plan and deliver the annual volunteer conference.
- Deliver learning and capacity building trainings, online and face-to-face to help build the capacity of volunteers and branches.
- Develop volunteer links with other organisations as needed e.g. The Wheel, Volunteer Ireland
- Organise external training for volunteers as needed.
- Support annual Service of Remembrance and Light
- Provide signposting and direction on fundraising activities.
- Contribute content to the quarterly Support magazine.
- Collaborate across all functions within the IKA to deliver excellent services.
- Work to strengthen the voice of the patient.
- Promote a culture of excellence in line with IKA values and strategy.

Qualities

Essential

- 2 years' experience in recruitment and management of volunteers
- Understands the importance of IKA values and works to actively maintain and develop these.
- Excellent organisational skills with proven attention to detail
- Ability to build positive relationship with a variety of people from different backgrounds.
- Experience of managing multiple stakeholders with diverse interests and priorities
- Diplomacy and negotiation skills
- Excellent written, oral and presentation communication skills
- Ability to manage conflicts constructively with clear understanding of behavioural change.
- Experience of providing logistical support, e.g., arranging meetings, venues, catering etc.
- Competent use of Microsoft Office suite of products including Outlook, Word, PowerPoint, and Excel
- Ability to work on both own initiative and as part of a team.
- Experience in office administration
- Knowledge of the community and voluntary sector
- Full driving licence with access to a car

Desirable experience and competencies

- Understanding of chronic disease and illness or willingness to learn
- Knowledge or experience in Salesforce
- Experience of working with multiple partnerships or branch organisations
- Experience of community development and or human rights approaches
- Qualification in volunteering
- Qualification in project management

Obligations

This role will require some evening and weekend work, for which time off in lieu will be given. Travel within Ireland is required. Remote working is possible but at least one day a week (Wednesday) must be spent in Donor house.

Reporting to CEO and operates as part of the senior management team.