



**Friends Action North East  
(FANE)**

# **VOLUNTER CO-ORDINATOR**

Vacancy Information Pack



Application Closing date

3rd November 2023

## WORKING FOR FANE

Friends Action North East (FANE) is a small, grassroots organisation dedicated to supporting people with a learning disability and autistic people to make and keep friends.

We are a Newcastle based Charitable Incorporated Organisation (CIO), that was set up in 2005 by and for adults with a learning disability to explore inclusive ways to support and champion independent friendships.

After initially securing a small amount of funding and registering as a charity in 2007 FANE has gone on to support many people with a learning disability, autistic people and people with mental health problems to combat social isolation by gaining the skills, knowledge and experience needed to build and maintain meaningful and healthy friendships.

### JOB DESCRIPTION

**JOB TITLE:** Volunteer Co-ordinator

**DBS LEVEL:** Enhanced DBS Check

**REPORTING TO:** Project Managers

### OFFER TERMS

#### Work Pattern

- 16 hours per week
- 12 months fixed term contract with a view to getting funding to extend the role.

#### Location

- The role will be office based in Newcastle upon Tyne and throughout the region

#### Compensation

- £28,000 per annum, pro rata

#### Employee Benefits

- 28 days pro rata paid annual holiday , (plus statutory).
- Auto enrolment pension scheme

### ROLE PURPOSE

As Volunteer Co-ordinator you will recruit, train, and supervise the volunteers that support the charity beneficiaries through our one to one mentoring and group projects.

You will liaise with other members of the team and partner organisations to ensure that the services and opportunities we provide meet the needs of the people we support, in line with the aims and objectives of the organisation.

## KEY RESPONSIBILITIES

- Conduct recruitment activities such as attending volunteers fairs, maintaining and updating volunteer role advertisements and attending relevant meetings and conferences. Conducting interviews and appointing volunteers from a range of partner organisations and completing relevant administration tasks.
- Design, co-ordinate, and deliver training programmes both face to face and remotely. Training will be specifically related to the friendship mentoring programme, and in line with good practice and sector requirements. Such as, Protection of Vulnerable Adults, Health and Safety, Children and Adults Safeguarding, hate/mate crime, radicalisation and abuse as well as the effects of loneliness and isolation.
- Match volunteers with charity beneficiaries, monitoring and reviewing mentoring activities and keeping accurate records including cloud-based systems and Excel documents.
- Undertake stringent monitoring and supervision of volunteers. Identifying external opportunities for training, development and support needs and completing the relevant organisational monitoring documentation.
- Co-ordinate the work of volunteers, workshops, special events, training and conferences and assist with the development and delivery of activities and events when required with occasional out of office working hours.
- Ensure policies and practices relating to volunteers are up to date and embedded. E.g. rehabilitation of offenders support policy, volunteer agreement, equality and diversity monitoring, complaints procedures etc.
- Maintain an awareness of relevant up to date legislation and contribute to the planning, development and implementation of FANE business and strategic planning.
- Write reports and evaluate specific targets and outcomes of the project.
- Manage a budget and volunteer expenses.

Please note this role is office based with some requirement to travel across the regional area if there is a need to attend a meeting or event. This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

## PERSON SPECIFICATION

### Essential:

- A professional qualification in social/health care/education or relevant subject. Or experience of working with volunteers, people with a learning disability, autistic people or mental health issues.
- Knowledge of health and social issues affecting people with a learning disability, autistic people, mental health issues and special educational needs and disabilities, (SEND).
- Ability to measure the impact and outcomes of friendship for people supported by FANE.
- Good organisational and time management skills.
- Good written and verbal communication skills.
- Experience of writing risk assessments.
- Experience of designing and facilitating training
- Experience of delivering supervision
- An understanding of best practice in relation to working with volunteers.
- The ability to work independently and as part of a team
- The ability to adapt and be flexible to the demands of the role and the project.

### Desirable:

- An understanding of partnership work
- Evaluation/research knowledge and skills.
- An understanding of equal opportunities and non-discriminatory practice
- Ability to work flexible hours
- A minimum of 2 years' experience of working in the voluntary, sector or a relevant related discipline
- Digital skills required to create resources/presentations and to track and monitor progress using relevant software e.g. Microsoft Office, Canva, Prezi/Power Point and social media platforms.
- Enhanced IT skills

## **PERSONAL QUALITIES**

- Be committed to supporting positive change facilitating opportunities to develop new and existing friendships.
- Have high expectations for the individuals and groups supported by FANE
- Understand the importance of friendship and the effects of loneliness and isolation to a person's life, mental health and wellbeing.
- Understand the importance of confidentiality
- Listen carefully and treat others with dignity and respect.
- Have a flexible approach to meeting the needs of the groups and individuals we work with
- Be reliable and on time.
- Be able to organise and balance a number of commitments and a variety of tasks
- Have a positive approach to the work and be highly motivated
- Good decision making skills and sensitivity in handling emotional situations
- The ability to work closely with other members of the FANE team, the people supported by FANE, their supporters and outside agencies.
- Be able to deal and manage occasional challenging behaviours

## **GENERAL**

- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant legislation, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the General Data Protection Regulations and Data Protection Act 2018.
- It is clear that due to the nature of the work of FANE, the post holder may have access to material which is confidential. It is a condition of their contract of employment that they ensure that no confidential material is shared from the department to unauthorised personnel.
- To implement the Equal Opportunities Policy into your daily activities. FANE is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. All employees are required to work in accordance with the Equality Act (2010).

Your application should be submitted to [\*\*keelie@friendsaction.co.uk\*\*](mailto:keelie@friendsaction.co.uk)

**Closing Date:  
November 30th 2023**

**THANK YOU FOR YOUR INTEREST IN JOINING THE  
FANE TEAM!**