



Fulham Good Neighbours

Rosaline Hall 70 Rosaline Road London, SW6 7QT Tel. 020 7385 8850

Email: info@fulhamgoodneighbours.org

Volunteer Coordinator – Full Time/ Part Time - One Year Contract

- Hours: 9am - 5pm Monday to Friday 35 hours per week. Four days a week will be considered.
- Salary: Salary £33,717 FTE
- Annual Leave: 28 days plus Bank Holidays and option to buy/sell three days annually.
- Additional benefits: Eye vouchers, cycle to work scheme and 5% employer's contribution pension scheme.
- Location: The role is based at our community centre in Fulham, Rosaline Hall. With WFH potential available for up to 4/5 of working hours.

Fulham Good Neighbours' mission is to enrich the lives of older people and people with illnesses and disabilities, that live in Hammersmith & Fulham. The charity provides practical help and creates opportunities to: contribute to society; connect with others; and live life to the fullest. Our vision is to create an inclusive community where neighbours look out and care for each other. The charity provides a broad range of wrap around services to address the needs of vulnerable people on low incomes covering outreach, centre-based services and online services. It specifically targets the income-deprived and is provided free of charge.

Fulham Good Neighbours is recipient of the Queen's Award for Voluntary Service, the MBE of the voluntary sector. Across 2023/24, the impact survey found that 100% beneficiaries would recommend FGN services. Services include professional home safety assessment, repair and decoration, professional gardening, volunteer garden maintenance, telephone and in person befriending services, shopping, decluttering, appointment escort, advocacy and signposting. In addition, we host digital inclusion groups, exercise and cultural classes, community meals and events. In partnership with local agencies, FGN host's information sessions and workshops on current vital issues such as pension credits and fraud awareness. In 2023/24, 251 volunteers



contributed their time. FGN is developing a structured programme to enable those over 65 to volunteer. There are 1,505 registered beneficiaries and supporters.

About the post of Volunteer Co-ordinator: Since most of our work is delivered by volunteers, this post is critical to the effective delivery of our service. You will recruit, induct, and coordinate our volunteers; including leading our Good Neighbour Scheme and Befriending projects and supporting the recruitment of volunteers for all other projects.

About you: You will have experience in supporting volunteers and have strong organisational and communication skills. You will be pro-active and diligent and able to solve problems as they arise. You will be the 'first point of call' for most people getting in touch with FGN and so you will have a welcoming, and compassionate demeanour and be able to represent FGN at our clubs and local events (partnership meetings, volunteer recruitment drives etc). We want to maximise our volunteer output now and into the future, and so are open to creative and strategic ideas.

Job description:

1. To take overall responsibility for, and achieve project objectives for:
 - a) Good Neighbour Scheme
 - b) Befriending project
2. To proactively advertise and promote all volunteering roles within the organisation.
3. To recruit and induct new volunteers in a timely manner.
4. To organise and run volunteer induction training and half-yearly social events for volunteers
5. To ensure that volunteer materials, policies, handbook, forms etc are kept up to date including on the website.
6. To organise own workload and to proactively discuss developments to the volunteer management structure with the CEO.
7. Liaise with potential and current beneficiaries and volunteers proactively so to ensure that all project objectives are achieved
8. To ensure that volunteers are assigned timely and effectively to:
 - a) Tasks on the Good Neighbour Scheme
 - b) Beneficiaries on the Befriending project
9. To visit beneficiaries and make assessments for services
10. To record all work undertaken via our database on a regular basis and in a timely manner
11. To take part in supervisions and team meetings

12. To promote FGN, increase its visibility and build relationships with stakeholders
13. To build operational links with agencies working with older people, e.g., social services, GPs
14. To support other areas of operation within FGN as and when required.
15. To cover the entrance desk when required.
16. To develop strong relationships with colleagues for purposes of cross-referral, and so to source the most effective intervention(s) for each beneficiary
17. To be co-responsible for the security and daily management of FGN premises
18. To carry out any other tasks and duties as determined by the CEO.

Person Specification:

Essential requirements:

1. Experience of coordinating volunteers or staff.
2. Experience of volunteering with a charity.
3. The ability to motivate individuals and groups.
4. Experience of developing partnership networks and referral pathways (e.g., with volunteer bureaux etc)
5. Empathy and experience of working with vulnerable people, and ability to assess their needs
6. At least two years' experience in an office environment.
7. Demonstrable passion for community work
8. Excellent communication and presenting skills
9. IT and Digital Literacy
10. Ability to work independently, meet deadlines and achieve project objectives.

Desirable requirements:

1. Experience of Recruiting and Coordinating Volunteers of one year and more.
2. Experience of developing volunteer management structures
3. Experience of growing volunteer numbers
4. Knowledge of the Fulham area

The post is subject to:

- right to work in the UK check
- satisfactory disclosure from the Disclosure and Barring Service
- two satisfactory references

Remuneration: The pay for this role will generally be remunerated to equivalent to National Joint Council for Local Government Services pay scales, with potential to increase up to four pay scales. You will receive 28 days of annual leave plus Bank Holidays, and option to buy/sell

three days annually. Additional benefits, include eye vouchers and cycle to work scheme. The role is 5 days a week 9 – 5pm each week with the option to be 4 days a week. The role is based at our community centre in Fulham with the potential to be hybrid for up to four fifths of working hours.

To apply for this role, please provide your CV, and a cover letter of no more than two sides of A4 detailing how you meet the Person Specification requirements. Confirm in the letter that you have a right to work in the UK and that you have not been disbarred from working with Vulnerable Adults. Apply via email on florataylor@fulhamgoodneighbours.org. Deadline for applications: 9am Monday 4 November 2024. First interviews will be held on Monday 11 and Tuesday 12 November and second interviews will be held week commencing Monday 18 November.

For an informal discussion about the role, please contact Flora Taylor on florataylor@fulhamgoodneighbours.org

