



Fulham Good Neighbours
Rosaline Hall
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Volunteer Co-ordinator
(Full time,
six months with view to extension)

About Fulham Good Neighbours (FGN): Since 1966 FGN has supported older and disabled people in their [homes and gardens](#), in the [community](#) and at our community centre, and now [online](#). We support almost **500 older and disabled people a year, supported by over 100 local volunteers.**

In 2019 we received The Queen's Award for Voluntary Service. In 2021 our impact survey found:

- **100% beneficiaries would recommend our services;** and
- **100% feel we create a community where neighbours look out and care for each other.**

Our services aim to:

- Tackle concerns raised in **2019 local Older People's Commission** (LBHF). These relate mainly to: • access to services; • loneliness & isolation; and • poverty & deprivation
- Recognise **2017 Index For Wellbeing in Later Life** (Age UK) findings:
 - that meaningful engagement contributes at least 20% to wellbeing; and
 - that, of 40 indicators, creative & cultural engagement & physical activity are most significant.
- Recognise that there should be 'Nothing About Disabled People Without Disabled People' as per the **2018 local Disabled People's Commission.**

The Borough has above national and London average poverty levels (31%) and has been hit disproportionately hard by the C-19 pandemic.

All of our projects are provided to beneficiaries for FREE. These include,





Support in the Home and Garden via:

- [Decorating & DIY](#) – for those that cannot pay, nor have ability to do the work themselves
- [Gardening](#) – as above

Also:

- Adopt a Garden – befriending & gardening support
- Online Gardening workshops – delivered in partnership with Nubian Life

Support in the Community via:

- [Good Neighbour Scheme](#) - shopping, medication delivery, escorts to appointments etc
- [Befriending](#) – via telephone or in person
- [Social Clubs](#) – • Art, • Craft, • Chair Based Exercise, • Lunch, • Reading, • Silver, • Sunday Tea

Support Online via:

- [Online Art Group](#) – delivered directly into the homes of beneficiaries
- [Online Chair Based Exercise](#) – as above
- [Digital Inclusion support](#) – supporting those excluded from digital communications, particularly those housebound

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 manage our volunteers; which, will include 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 as an ambassador at events (partnership meetings, volunteer recruitment drives etc).

FGN is heavily reliant on our volunteers – at the height of the pandemic we had 114 volunteers. We want to maximise our volunteer output now and into the future, and so are open to this post bringing forward creative and strategic ideas so to do so.

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 a half-yearly volunteer induction and half-yearly social events for volunteers
5. To organise own workload and to proactively discuss developments to the volunteer management structure with the director
6. Liaise with potential and current beneficiaries and volunteers proactively so to ensure that all project objectives are achieved
7. To ensure that volunteers are assigned timely and effectively to:
 - a) Tasks on the Good Neighbour Scheme
 - b) Beneficiaries on the Befriending project
8. To visit beneficiaries and make assessments for services
9. To record all work undertaken via our database on a regular basis and in a timely manner
10. To take part in supervisions and team meetings
11. To promote FGN, increase its visibility and build relationships with stakeholders
12. To build operational links with agencies working with older people, e.g., social services, GPs
13. To support other areas of operation within FGN as and when required
14. To develop strong relationships with colleagues for purposes of cross-referral, and so to source the most effective intervention(s) for each beneficiary
15. To be co-responsible for the security and daily management of FGN premises
16. To carry out any other tasks and duties as determined by the director

Person Specification:

Essential requirements:

1. Experience of recruiting and managing volunteers successfully, including an understanding of challenges of volunteer recruitment and management
2. Ability to motivate individuals and groups
3. Experience of developing partnership networks and referral pathways (e.g., with volunteer bureaux etc)
4. Empathy and experience of working with vulnerable people, and ability to assess their needs
5. Demonstrable passion for community work
6. Excellent communication and presenting skills
7. IT and Digital Literacy
8. Ability to work independently, meet deadlines and achieve project objectives

Desirable requirements:

1. Experience of developing volunteer management structures
2. Experience of growing volunteer numbers
3. 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





This role will be remunerated at scale point 24 (with the potential to rise to 28 over time) on the National Joint Council for Local Government Services pay scales. This is currently FTE £29,174 per annum.

You will receive 28 days of annual leave, and option to buy/sell three days annually.

We have additional benefits, which include eye vouchers and cycle to work scheme.

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 by midnight on Monday 12th September.

For an informal discussion about the role, please contact Jamie Hilton on jamiehilton@fulhamgoodneighbours.org.

