



**North Tyneside Voluntary Organisations Development Agency**  
An independent charity supporting volunteers and  
the Voluntary & Community Sector

*Application information for the post of*

**Settle at Home Volunteers Project Worker**

**Salary £26, 213 per annum**  
**30 hours/week**  
**One-year funded post**  
**Available for immediate start**

**Additional benefits:** Flexible working arrangements, contributory BUPA and pension scheme and generous mileage allowance.

**Key dates:** Closing date for completed applications: **Thursday 1<sup>st</sup> August 2024** at noon.  
Interview date: **Thursday 8<sup>th</sup> August 2024** (time to be confirmed)

**Interview location:** Spirit of North Tyneside Community Hub, Second Floor, Wallsend Customer First Centre, the Forum, Wallsend, NE28 8JR

**Instructions:**

1. Please read the information in this pack carefully before completing the application form.
2. Do not include a CV, photograph, open reference, cover letter, or proof of qualifications at this stage.
3. We undertake blind shortlisting. Apart from Section One please do not include your name in any other section.
4. Please return the completed application form to [kirsty.christofi@voda.org.uk](mailto:kirsty.christofi@voda.org.uk)
5. If you do not hear from us within 7 days of the closing date, you should assume that your application has been unsuccessful. Please note that we do not give feedback on shortlisting.
6. Your application may be unsuccessful if you fail to answer all of the questions, if there are unexplained gaps in your work history or if you provide details of the wrong referee.
7. VODA undertakes appropriate vetting of applicants, which may include, in addition to employment references, confirmation of educational attainment and criminal record checks.

## Job Description

**Job title:** Settle at Home Volunteers Project Worker

**Hours:** 30 hours per week

**Salary:** Grade 5, Point 27 to 29: £26,213 to £28,140

**Responsible to:** Projects and Partnerships Manager

**Job Purpose:** The Settle at Home Volunteers Project worker will recruit, train and support a team of volunteers who will enable patients to return home confidently following a period of time in hospital. The project worker will also engage local stakeholders to support the delivery of the service.

The service aims to support local residents in North Tyneside to settle in back at home after a stay at hospital. The service will provide emotional and practical support to patients over the age of 65 years who are leaving hospital and returning home.

### **Main Duties:**

#### **Volunteer Recruitment and Support**

- To recruit, vet and induct a team of Settle at Home volunteers, including creating and advertising volunteer role descriptions, meeting with potential volunteers, and carrying out and monitoring relevant background checks.
- To support Settle at Home volunteers to complete a comprehensive onboarding process including safeguarding training so they feel confident in carrying out their duties independently.
- To provide ongoing support and supervision to Settle at Home volunteers to support them with their own mental health or wellbeing.
- To regularly celebrate and recognise the contribution of Settle at Home volunteers.
- Support those volunteering to be able to signpost beneficiaries where appropriate for additional support.
- To ensure that volunteering activities focus on enabling local residents to be more independent rather than building a culture of dependency.
- To ensure that volunteering activities focus on supporting local residents to feel more connected to their local communities.
- Maintain appropriate records of volunteers in line with GDPR procedures.

#### **Programme Design and Delivery**

- To work with stakeholders and project partners to co-design the Settle at Home offer, in order that it meets the needs of potential beneficiaries and does not duplicate existing services.
- Work with Northumbria NHS Foundation Trusts to receive referrals to support patients over the age of 65 years who are discharged from hospital back to their home in North Tyneside.
- Ensure appropriate risk assessments, lone working procedures and safeguarding measures are in place.

## **Accessibility**

- To co-ordinate a responsive and adaptable project that meets the changing needs of volunteers and beneficiaries.
- To identify and, where possible, overcome barriers to the engagement of volunteers and beneficiaries.
- To assess the suitability of potential volunteers and successfully match individuals to required tasks based on skills, interests and availability.

## **Partnership Working**

- To work in close partnership with other members of the VODA staff team, Northumbria NHS Foundation Trust, other VCSE organisations and other key stakeholders.
- Support Northumbria NHS Foundation Trust staff to understand the understand and support them to identify the most relevant referrals.
- To support Settle at Home volunteers to develop positive relationships with relevant professionals to enable effective signposting and advice.

## **Monitoring and Evaluation**

- To monitor and evaluate the impact of this work in line with the requirements set out by our commissioner for this project.
- To provide regular updates on this work through relevant reporting processes and meetings in order to share learning and explore further partnership working opportunities.
- Attend training and development opportunities as appropriate.

## **Marketing and Communications**

- Ensure the project is widely marketed and marketing materials, leaflet, website content and social media is up to date and accessible in order to help patients understand the service and to recruit volunteers.

# **Person Specification**

## **Knowledge and Experience**

### **Essential**

- Experience of recruiting and matching volunteers
- Experience of supporting volunteer activity
- Experience of working successfully with a range of partners
- Experience of developing services that are accessible and equitable
- Experience of inclusive engagement methods
- Experience of project delivery, meeting project targets, prioritising workloads and meeting deadlines

### **Desirable**

- Experience of co-designing services with others.
- Understanding of issues impacting on the health of older people in North Tyneside.
- Experience of monitoring and evaluation.

## Skills

### Essential

- Excellent communication skills.
- Good organisational skills.
- Ability to work with other organisations.
- Good computer literacy.
- Ability to listen to and communicate effectively with others
- Ability to supervise the work of others
- Ability to facilitate group activity

### Desirable

- Ability to identify and resolve conflict constructively
- Ability to write reports and produce other management information

### Attitude

The successful candidate will have:

- A commitment to the principles and practice of equality and diversity.
- A commitment to the work of voluntary and community organisations.
- A commitment to supporting volunteers to bring about positive change in their communities.
- A commitment to co-production.
- A commitment to the principles and practice of equality and diversity.
- A commitment to the work of voluntary and community organisations.

## Conditions of Employment

- 1. Location:** North Tyneside
- 2. Salary:** £26, 213 to £28,140 for 30 hours/week (0.81 FTE).
- 3. Contract:** This is an initial one year funded post
- 4. Pension:** If eligible, you will be auto enrolled into the VODA Pension Scheme.
- 5. Hours:** The post is funded for 30 hours per week. Office hours are 8.30 am - 5.30 pm Monday to Thursday and until 5pm on Friday with a compulsory ½ hour for lunch. Your working hours will be by arrangement with your Line Manager and are likely to involve some evening and weekend working.
- 6. Holidays:** The holiday entitlement is 28 days per year increasing by one day per completed year rising to a maximum of 33 days. All holidays are pro rata for part time staff.
- 7. Maternity/Paternity:** Details of maternity/paternity leave are available.
- 8. Sick Pay:** Details of sick pay arrangements are available.
- 9. Health Scheme:** Employees are entitled to join VODA's health scheme, which is operated through BUPA.

**10. Expenses:** Travel expenses are paid for necessary work-related journeys.

**11. Notice:** Statutory notice periods apply.

## Background on VODA

VODA is North Tyneside Voluntary Organisations Development Agency. We value, promote and support the development of the voluntary and community sector by providing an independent, sensitive, responsive and inclusive service to achieve an active and lively community, which is rich in volunteers.

VODA has been in existence since 1993.

VODA is overseen by a Board of up to 18 Directors, who are elected by VODA members at our Annual General Meeting.

Below are VODA's main areas of work:

- Advice and support for voluntary or community organisations based in or operating in North Tyneside on a range of topics including developing a new group, fundraising, financial management, and governance.
- Information production: We keep the local voluntary sector informed about issues affecting it, producing a fortnightly ebulletin, which has around 1000 subscribers, and a quarterly newsletter, which is read by over 2000 people. We also produce information sheets and guidance for the sector.
- VODA runs the accredited Volunteer Centre for North Tyneside, raising awareness of the benefits of volunteering, recruiting, and placing volunteers with a range of voluntary, community and statutory organisations. We deliver volunteering projects including a supported volunteering project for people with enduring mental health issues and other long-term conditions.
- Training: VODA provides low cost training to meet the needs of the local voluntary and community sector.
- Networking and developing partnerships with local, regional and national organisations.
- VODA facilitates local networks including the Volunteer Network and North Tyneside VCS Chief Officers group. VODA works strategically with a range of voluntary and public sector organisations including North Tyneside Strategic Partnership.
- Representation: VODA provides a voluntary sector viewpoint and facilitates representation within the sector in North Tyneside on a broad range of issues.
- VODA manages a range of contracts and other projects as appropriate to the needs of the local community, and where they fit with our strategic objectives.

You can learn more about our values by following this link:

<https://voda.org.uk/wp-content/uploads/2021/11/VODA-Values-Digital.pdf>

## Rehabilitation of Offenders

VODA does not discriminate against ex-offenders and all appointments are made based on skills and abilities. However, for some posts, because of the nature of the work, you will be required to disclose details of convictions, cautions etc.

## Vetting of Applicants

Some posts may require a criminal records check and may be subject to further vetting. References are required that are satisfactory to us.

## Eligibility to work in the UK

To apply for this post you must be eligible to work in the UK. You can check you right to work in the UK by visiting: <https://www.gov.uk/legal-right-work-uk>

## Our commitment to equality and diversity

VODA recognises that everyone has a contribution to make to our society and a right to equal treatment.

VODA is fully committed to providing an environment which eliminates discrimination and which actively promotes diversity and values difference based on the unique contributions of individuals.

We are part of the Disability Confident Employer scheme. If you are disabled and meet the minimum criteria, you are guaranteed an interview.



## Privacy Statement

North Tyneside VODA collects, processes and stores data, which relates to its staff (current and former) as well as individuals applying for employment at VODA. This often includes some types of personal data, which are classed as “sensitive personal data”. This data may relate to issues such as age, gender identity, racial or ethnic origin, political opinions, religious beliefs or other beliefs of a similar nature, trade union membership, physical or mental health or condition, sexual life and any alleged offences and/or criminal convictions. Some of this information is collected at the recruitment stage, separated and anonymized.

“Data Subjects” i.e. staff and individuals applying for employment at VODA will be asked to provide/confirm their personal and/or sensitive personal data as required. By providing this information, the Data Subject consents to VODA collecting, processing and storing this information.

Appropriate security measures are or will be in place to ensure that all personal and sensitive personal data are held and processed confidentially.

Personal data relating to staff and potential staff are processed (both manually and electronically) for various administrative, management and health and safety reasons, including but not limited to:

- Provision of payroll and pension administration.
- Occupational health.
- Personnel records including performance and absence reporting including medical information (where appropriate).
- Diversity monitoring.

VODA may also, where required, use copies of the data you provide (including sensitive personal data) in order to test our IT systems. If your data is used for system testing, it will be copied to a test environment, where it will be used along with data provided by other staff to test IT systems in a realistic way. This is done to ensure that changes will be effective and will not cause loss or damage to data in the ‘live’ environment. The data about you, which we hold in our ‘live’ systems, will not be affected in any way. Data will not be kept in the test environment for longer than is necessary for testing purposes, and data in that environment will not be used for any purpose other than testing. Appropriate security precautions and permissions will be applied to the data and any copy used for testing will be deleted as soon as the testing has been completed.

VODA handles personal data in compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation and recognises the importance of correct and lawful processing. VODA is registered with the Information Commissioner’s Office (ICO).

The personal data you provide will only be used for official VODA business. In some cases, it may be necessary to transfer your personal data outside the UK; if this occurs VODA will ensure that adequate safeguards are in place.

VODA discloses staff information to a variety of third parties; these include but are not limited to:

- Employees of VODA (on a ‘need-to-know’ basis in relation to job function).
- VODA Directors (on a ‘need-to-know’ basis in relation to their function as Trustees of the charity).
- Agents of VODA e.g. pensions administrator.
- Relevant UK government departments, e.g. HM Revenue and Customs.
- Law enforcement agencies.
- Relevant authorities dealing with emergency situations at VODA.
- Any other authorised third party to whom VODA has a legal/contractual obligation to share data with.

Disclosure of certain personal data may also be made to other entities not listed above. This will only ever be done in accordance with the Act. Your consent will be sought where necessary.

VODA will retain your personal data as long as necessary for the purposes described above. After termination of your employment, VODA may still be required to hold your personal data for a period of time to satisfy statutory and legal obligations or for administrative purposes.

Unsuccessful candidates' data will be held for a minimum of 6 months following the date of the interview.

## **Your Rights under the Data Protection Act 2018**

As a 'Data Subject', you have a number of rights under the Act. This includes the right to:

- Access the personal data VODA holds about you.
- Have inaccurate data corrected.
- Prevent the processing of information, which may cause you harm or distress.
- Prevent unsolicited marketing.
- Prevent automated decision-making.

For more information on your rights, please visit the Information Commissioner's website: [www.ico.org.uk](http://www.ico.org.uk)

## **Right to Access Personal Data**

As a Data Subject, you have a right to request a copy of the information VODA holds about you. This is known as a 'Subject Access Request' (SAR). SARs should be made in writing, if possible, to the Chief Executive, VODA, Spirit of North Tyneside Wing, 2nd Floor, Wallsend Customer First Centre, 16 The Forum, Wallsend, NE28 8JR. There is usually no charge for this information. However, VODA reserves the right to charge in accordance with the Act a reasonable fee to cover administration costs where the request is manifestly unfounded or excessive, particularly if it is repetitive.

## **Working for VODA - What we can offer you**

At VODA we try to create an atmosphere of trust, respect where people feel valued and engaged, and where everyone is treated equally. We strive to be a good employer, service provider and neighbour. Among the benefits of working for VODA are...

- **Flexibility:** We are not a 9-to-5 organisation but strongly believe in arranging work patterns around other commitments such as family life.
- **Pay:** We pay our staff at very competitive rates.



- **Pension:** Planning for your long-term future is important, and that includes pension provision. Providing you are eligible, VODA contributes a monthly amount into the designated pension scheme.
- **Mileage allowance:** We pay a generous mileage allowance for work-related journeys to help cover the cost of fuel, wear and tear and increased insurance.
- **Holidays:** Full time staff currently get a minimum of 28 days holiday a year, rising by 1 day per year up to a maximum of 33 days. In addition, you get all Bank Holidays. Part time staff receive holidays pro rata. These holidays will increase in line with recent changes in legislation.
- **Focus on Employee Development:** We believe that as staff develop so too does VODA. To encourage this we provide a *Personal Training Budget*, currently £400 per annum, regular *Support and Supervision Sessions* – with the emphasis very much on support - to help staff review their projects and their own needs. At the end of the year, we pull everything together in a more formal *Personal Review & Development Session* to help you take stock of what has happened during the previous 12 months, and what you need to do to meet the challenges that lie ahead.
- **Sick Pay Scheme:** We operate a contractual sick pay scheme to help you when you are unwell. It is paid in addition to any Statutory Sick Pay you may be entitled to. The amount of contractual sick pay depends on how long you have worked for us.
- **Health Care Scheme:** Staff are entitled to join our health care scheme operated by BUPA.
- **In-house expertise:** VODA has been around for more than two decades and during that time, we have built up expertise in several key areas. The way we work allows you to draw on that expertise, and add your own to it.
- **Unrivalled experience:** VODA is a key player in North Tyneside’s voluntary and community sector. You will gain invaluable experience that you can use to further develop your career.
- **Cross-team working:** No one works in isolation at VODA. In addition to being an integral part of your own team, you will have the opportunity to work with other teams on common themes, to join task groups, and to have your say on a wide range of issues.
- **Conferences:** We encourage staff to attend conferences that will benefit them, VODA and the community.
- **Policies and procedures:** We have well developed policies and procedures to ensure everyone is treated fairly and problems are handled efficiently and effectively.

**In a *Staff Attitude Survey*, we asked: “Which one aspect of VODA would you definitely not change and why?” Our staff said...**

- Job Freedom. It adds to a relaxed, friendly, supportive working environment

- The trust placed in employees by management. Being trusted and valued increases my motivation to work hard.
- Ethos towards its staff and their well-being. I feel this is excellent.
- Openness of the organisation.
- Relationships and respect between staff.
- The people who are diverse, free spirited, committed to their jobs and have fun along the way makes for an excellent work atmosphere.