



RECRUITMENT PACK

GOOD NEIGHBOURS PROJECT WORKER

AUGUST 2026



Welcome



Dear Applicant,

Thank you for your recent interest in the Good Neighbours Project Worker role at VODA (North Tyneside Voluntary Organisation Development Agency).

VODA works to support and develop the voluntary and community sector by providing a wide range of support services and by representing the views of the sector to government and policymakers on a local and national level.

- We have over 300 VODA members made up of voluntary, community and social enterprise organisations in the North Tyneside area. In addition to this, we have a further 600 groups and organisations that are part of our community database and networks.
- We have a strong Board of Trustees who bring a wealth of experience and knowledge.
- We have a committed, passionate and experienced staff team.
- We provide advice and guidance for the trustees, committee members and anyone else involved in the governance of an organisation.
- One of our key objectives is to ensure the voluntary and community sector has a strong voice, and is respected and involved in decision making as an equal partner.
- We have additional funded projects that support the local community and CVS. Including the North Tyneside Volunteers Centre.

We're looking for a compassionate, organised, and proactive Good Neighbours Project Worker to join our dedicated team and deliver a vital local support project

We offer 28-33 days holiday plus Bank Holidays (pro rata for part time staff), a personal development and training allowance, flexible and hybrid working where the post allows, BUPA cash plan, 5 volunteer days (pro rata for part time staff), car and cycle mileage allowance and the ability to contribute to the culture and practices of VODA by being involved in the staff working groups.

- 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. Please let us know if this applies to you when you email your CV and covering letter across to us.

If you are selected for interview, you will be contacted via email with a date and time. Interviews will be held in person in the Spirit of North Tyneside Hub. You will be sent directions to the Hub, the names and roles of those interviewing you and pictures of the space. We will also ask if you have any additional requirements to be able to attend an interview. VODA sends applicants the interview questions before the interview, and you are able to bring notes into the interview with you.

The closing date for applications is **Sunday 16 August 5pm**, with interviews being held on **Thursday 20 August**

To apply, send your CV and a covering letter outlining how your experience and skills meet the requirements of the role to admin@voda.org.uk

If you would like to discuss the role before applying, please contact Suzy Forbes, Volunteering Manager, suzy.forbes@voda.org.uk.

If you require this pack in an alternative format, please contact admin@voda.org.uk or call 0191 323 2040.

Vicky Smith



About North Tyneside 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 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 ensure the local voluntary sector stays informed about key issues impacting its work. Our regular e-bulletin, with over 1,600 subscribers, provides timely updates, funding and essential news. Our website features a comprehensive collection of information sheets and guidance to support the sector. Additionally, we manage multiple social media profiles, sharing information on events, news, and training opportunities.



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.

About North Tyneside VODA

Training: VODA provides low cost or free training to meet the needs of the local voluntary and community sector, both in person and online.

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.

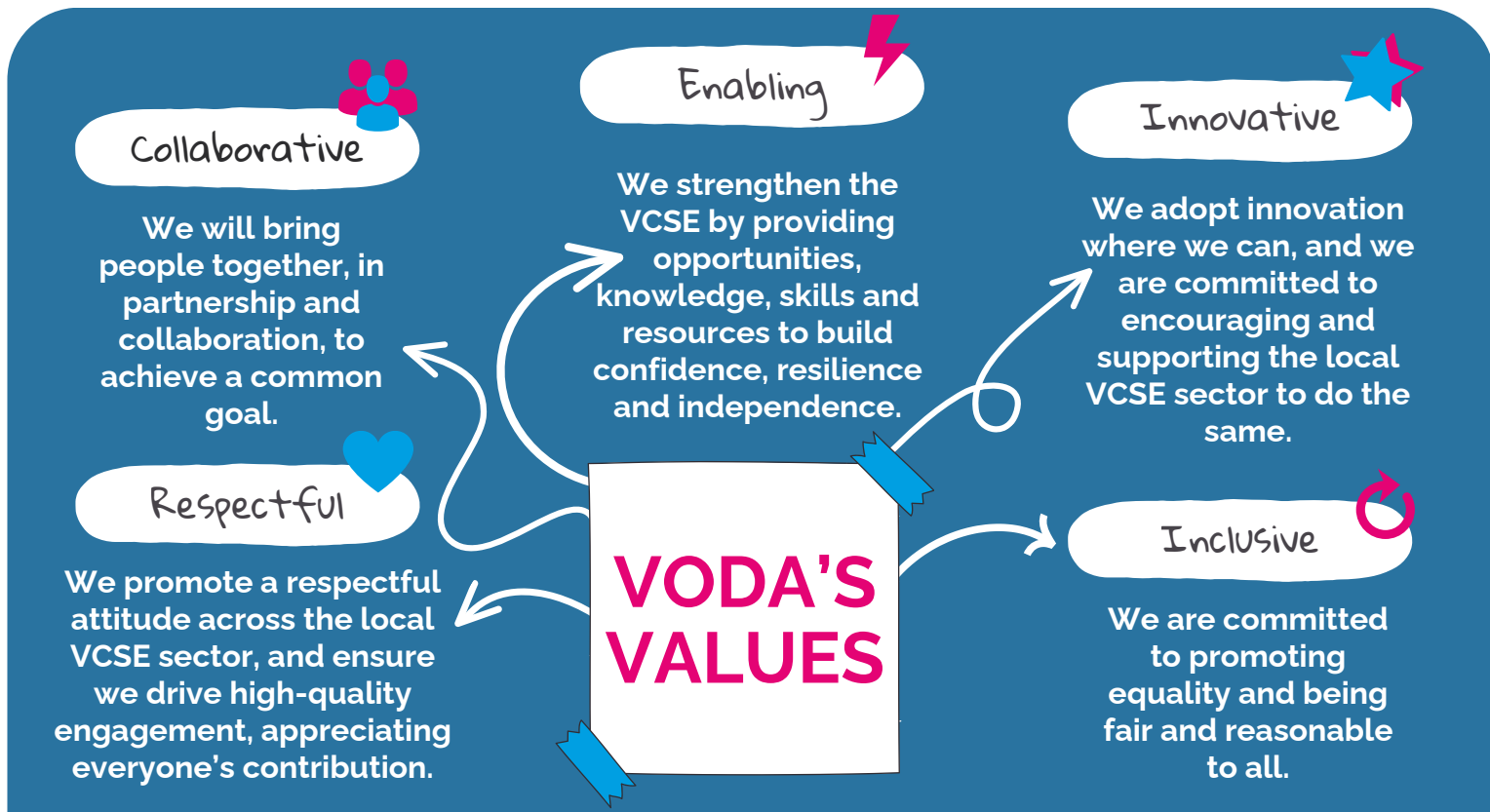


Representation: VODA provides a voluntary sector viewpoint and facilitates representation within the sector in North Tyneside on a broad range of issues.

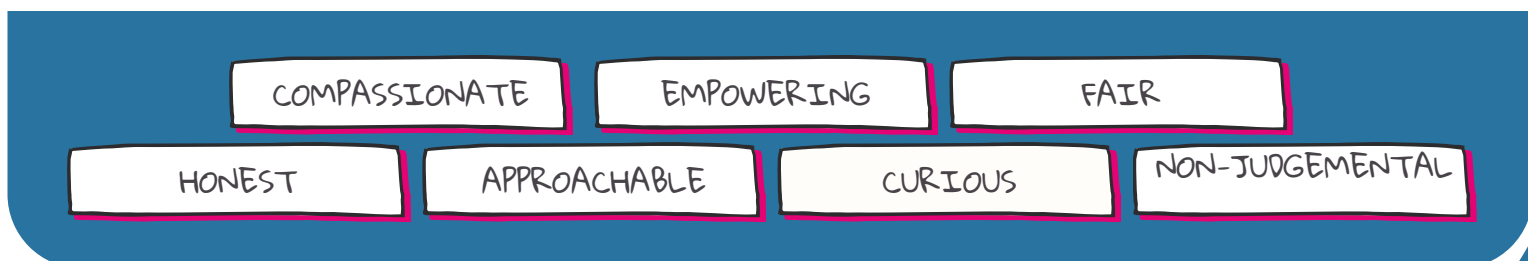
VODA manages a range of contracts and other projects as appropriate to the needs of the local community, and where they fit with our strategic objectives.



VODA Values



ALIGNED TO OUR VALUES, OUR ORGANISATIONAL BEHAVIOURS ARE:



ENGAGE - SUPPORT - DELIVER

VODA'S MISSION

We support volunteers and community organisations to enable people to live happier, healthier and more fulfilling lives in North Tyneside.

OUR STRATEGIC OBJECTIVES

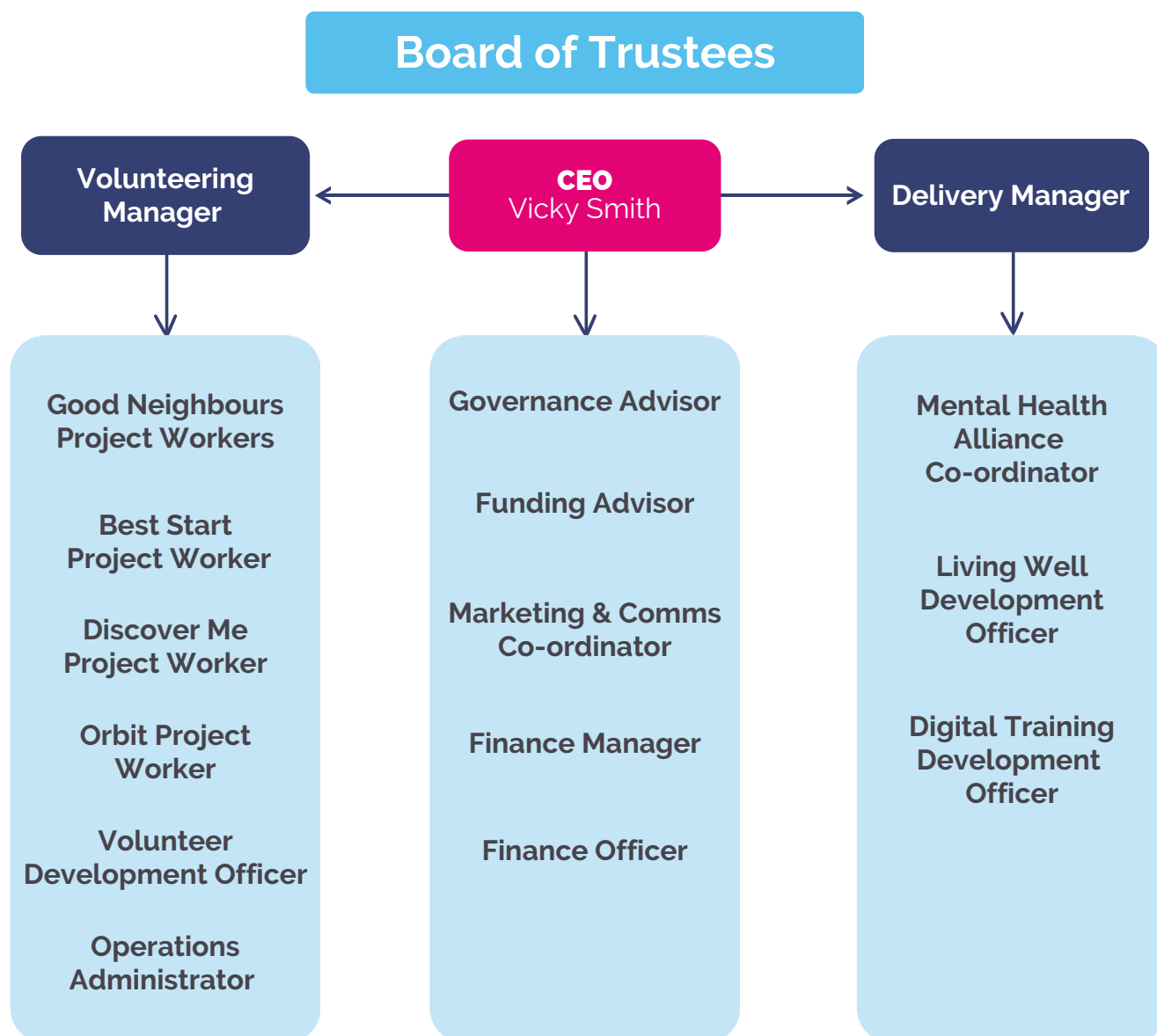
CORE SERVICES	VOLUNTEERING	SUSTAINABILITY	PARTNERSHIPS	REPRESENTATION
				
				
We will provide a full range of high-quality core services free to volunteers and voluntary and community organisations across North Tyneside.	We will manage and operate the North Tyneside Volunteers Centre, and directly deliver programmes that enable volunteers to support local residents and organisations.	We will offer a number of chargeable services that are in demand within the VCSE sector, but which lie outside of our free core services.	We will support and facilitate strong, mutually beneficial partnerships between VCSE organisations and other sectors.	We will ensure the VCSE sector has a strong voice, is respected and is involved in decision-making as an equal partner.

VODA VALUES

SECTOR & BOROUGH WIDE

ENGAGE - SUPPORT - DELIVER

Structure of VODA



Why work for VODA

At VODA we try to create an atmosphere of trust and 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 and Hybrid Working:** We believe in arranging work patterns around other commitments such as family life, so we offer a hybrid working arrangement and flexibility around working times where the role allows.
- **Pay:** We pay our staff at very competitive rates.
- **Pension:** Providing you are eligible, VODA contributes a monthly amount into the designated pension scheme.
- **Mileage allowance:** We pay car or cycle mileage allowance for work-related journeys.
- **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 plus Bank Holidays. Part-time staff receive holidays pro rata.
- **Volunteer Days:** We offer 5 volunteer days per year (pro rata for part-time staff).
- **Wellbeing Activities:** We offer an optional monthly wellbeing hour when staff can choose to take part in a variety of activities organised by the wellbeing working group.
- **Focus on Employee Development:** We believe that as staff develop, so too does VODA. To encourage this, we provide a Personal Training Budget, 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 Appraisal 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 (after the first 6 months of employment) to help you when you are unwell. The length of contractual sick pay depends on how long you have worked for us.

Why work for VODA

- **Health Care Scheme:** Staff are entitled to join our health care scheme operated by BUPA.
- **Carers Leave:** VODA staff are entitled to one week every 12 months of unpaid Carers Leave if they have dependants who rely on them for care.
- **In-house expertise:** VODA has been around for more than three 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 working 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.



Quotes from staff



“ VODA's friendly and welcoming atmosphere is one of the many reasons I love working here. Our wide range of projects makes every day interesting, as does our diverse team of encouraging and enthusiastic staff. VODA's collaborative approach to working in the community is one of the many reasons it is such a valued institution and employer in North Tyneside. VODA really cares about its employees and strives to ensure staff are happy and fulfilled. VODA goes above and beyond to accommodate its staff, as well as promoting flexible working and good wellbeing in the workplace. ”

“ VODA is the best place I have ever worked at-everyone is so friendly and supportive. ”

“ VODA is a fantastic place to work - they really strive to give you a healthy work/life balance ”

“ The staff team are fantastic, so supportive, helpful and encouraging of each other. There is a culture of wellbeing, listening to staff and encouraging them to develop their skills throughout the organisation. The individual projects are amazing, there is always lots going on but everyone still works collectively. ”

Quotes from staff



“ I love working for VODA. They really take care of their staff and value each and every one of us. I always feel supported to, listened to and heard. I've never felt happier in a job. It is such a great team to work with.

”

“ I have worked at VODA for nearly 2 years now and can honestly say it's an incredibly supportive environment and no matter what project you work on, you're really made to feel part of the wider team. I have also appreciated the amount of training/development opportunities on offer.

”

“ At VODA, I feel trusted to do my job in a way that works for me, with the flexibility to balance life and work. There's always support when I need it, and I know I'm part of a team that's making a real difference in the community.

”

“ I really enjoy working at VODA with likeminded people. I have found everyone to be very welcoming, supportive and generous with their time and knowledge. It's great to feel well supported and encouraged to develop your own post and project.

”

Job description

Job title: Good Neighbours Project Worker

Hours: 16 hours per week. The role requires one of the working days to be Friday. The remainder of the working hours can be discussed upon interview or before the application process by emailing suzy.forbes@voda.org.uk.

Salary: 26,213 pro-rata

Contract Type: Funding for Good Neighbours is currently until the end of March 2027. There is the potential for extension of contract beyond the initial period if the funding is renewed.

Responsible to: Volunteering Manager

Location: North Tyneside

Pension: If eligible, you will be auto-enrolled into the VODA Pension Scheme.

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.

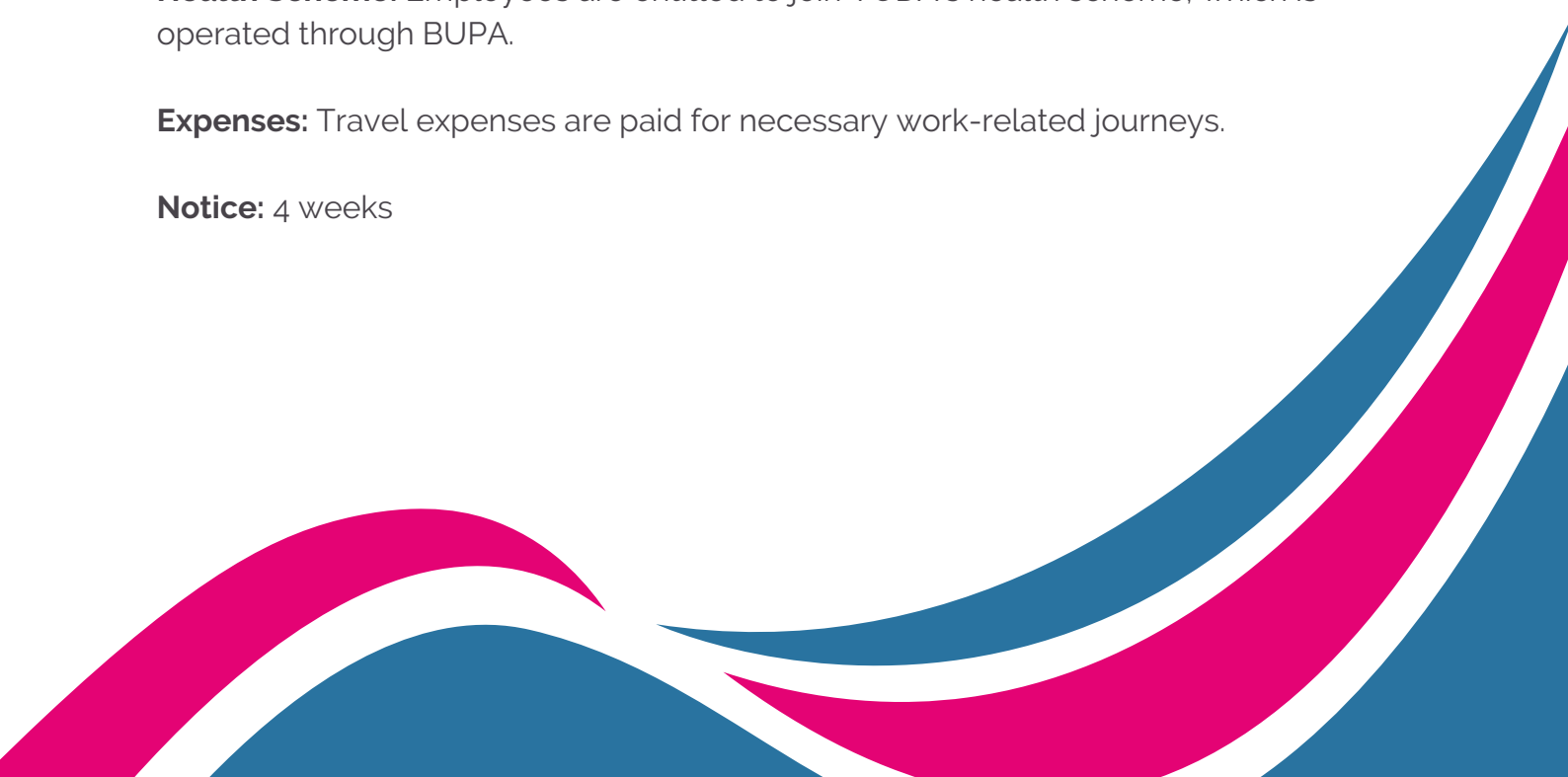
Maternity/Paternity: Details of maternity/paternity leave are available.

Sick Pay: Details of sick pay arrangements are available.

Health Scheme: Employees are entitled to join VODA's health scheme, which is operated through BUPA.

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

Notice: 4 weeks

A decorative graphic at the bottom of the page consisting of several overlapping, curved, abstract shapes in shades of blue and pink.

Job description

Job Purpose:

VODA's Good Neighbours Project is funded by North Tyneside Council. Working alongside our existing Project Worker, the Good Neighbours Project Worker will recruit, train and support a team of volunteers who provide short-term but meaningful support, such as essential grocery shopping, odd jobs and light-touch garden tidy-ups for North Tyneside residents who may be socially isolated and have no one else they can call on for help.

The scheme is open to anyone aged 18+ who is a resident of North Tyneside and unable to complete the task themselves due to health, age or disability. Referrals can be made by an individual, professional or organisation. The project worker will also liaise regularly with the clients being supported, as well as process and respond to client referrals from referrers such as North Tyneside Council adult social care, social prescribing and GP surgeries.

Main Duties:

- Client engagement and project delivery.
- Process and respond to client referrals to the Good Neighbours project.
- Ensure appropriate risk assessments, lone-working procedures and safeguarding measures are in place and are followed when necessary.
- Carry out regular phone calls to clients who require support from the project.
- Carry out home visits to clients to support project delivery and to assess client eligibility for support.
- Respond to general enquiries from clients and referrers.

Job description

Volunteer Recruitment and Support

- Recruit and onboard volunteers, including meeting with potential volunteers, and carrying out and monitoring relevant background checks.
- Support Good Neighbours volunteers to complete a comprehensive onboarding process so they feel confident in carrying out their duties independently.
- Provide ongoing support and supervision to Good Neighbours volunteers to support them with their volunteering journey.
- Regularly celebrate and recognise the contribution of Good Neighbours volunteers.
- Ensure volunteers are safe and supported when lone working by following our safe and well procedures.
- Ensure that volunteering activities focus on enabling residents to be more independent rather than building a culture of dependency.
- Ensure that volunteering activities focus on supporting residents to feel more connected to their local communities.
- Maintain appropriate records of volunteers in line with GDPR procedures.

Client Support

- Phone calls and initial home visits to clients when required
- Occasionally undertaking shopping for clients if there are no volunteers available
- Updating client records and ensuring any additional needs or safeguarding concerns are raised appropriately (training will be given)

Partnership Working

- Work in close partnership with other members of the VODA staff team, North Tyneside Council, VCSE organisations and other key stakeholders, including client referrers.

Monitoring and Evaluation

- Monitor and evaluate the impact of the work in line with the requirements set out by our commissioner for this project.
- 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.

Job description

Personal Spec

Experience

Essential	Desirable
• Experience supporting vulnerable clients through phone calls and home visits. • Experience recruiting, inducting and supervising volunteers. • Experience of carrying out and applying risk assessments, lone working procedures	• Prior experience working in a community based or voluntary sector setting • Experience of carrying out safeguarding protocols • Experience monitoring and evaluating project outcomes and writing reports. • Driving licence and access to a car for home visits and occasional client shops.

Skills

Essential	Desirable
• Strong organisational skills and ability to maintain accurate records in line with GDPR. • Ability to work effectively with external partners such as local authorities, VCSE organisations and client referrers. • Good verbal and written communication skills for engaging with clients, volunteers and stakeholders.	• Ability to support volunteer wellbeing, especially related to mental health. • Experience in celebrating and recognising volunteer contributions. • Familiarity with local community networks and resources. • Experience of using a CRM system (VODA uses both Volunteero and Aide)

Job description

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 willingness to conduct home visits.
- Flexibility to attend training and meetings as required.
- An awareness of the importance of enabling independence in community-based support.
- An empathetic and supportive approach to both clients and volunteers.
- Commitment to promoting community connection and reducing dependency.



**North Tyneside Voluntary Organisations
Development Agency (VODA)**

Spirit of North Tyneside Wing,
2nd Floor, Wallsend Community Hub and Library,
16 The Forum, Wallsend, NE28 8JR
T: 0191 323 2040 E: admin@voda.org.uk
www.voda.org.uk

Facebook: @NTVODA

LinkedIn: @North Tyneside VODA

Charitable Incorporated Organisation: 1075060