



### Volunteer Coordinator: Parenting North East CIC

Parenting North East CIC is a social enterprise based in Newcastle Upon Tyne. We offer family support to parents through pregnancy, early infancy and beyond. We do this through regular meets where you can meet like minded parents, get peer to peer support and a listening ear. We also offer a sling hire service and one to one consultancy, within the community and from our central Newcastle office. Our objectives include:

- Providing support to parents of young children to parent instinctively, naturally, sustainably and safely.
- To signpost parents to appropriate support where we cannot provide it
- To create a community for parents to meet with other parents, to share concerns and receive support
- To provide voluntary opportunities to parents in order to develop their skills, experience and confidence whilst out of the workforce, whether on maternity leave or longer term
- To support local suppliers in providing services and products to parents, in order to support the local economy

#### Key Skills and Benefits

Location	<p><b>Flexible</b> – Volunteers can work from home, within the community or from our office located in central Newcastle.</p> <p>Board meetings and team events may require travel for which expenses will be paid.</p>
Time Commitment	<p><b>Flexible</b> – The Board meets once a month, with meetings lasting approximately between 1 and 4 hours and the volunteer coordinator should attend</p> <p>You will be expected to prepare for meetings by reading any relevant papers or proposals in advance and should prepare a monthly report for the directors meeting on the activity of the volunteers.</p>
Key Tasks	<ul style="list-style-type: none"> <li>• To develop systems of volunteer engagement, recruitment, training and support based on best practice and compliant with all current guidelines</li> <li>• To deliver an effective marketing campaign to engage volunteers, including the use of social media</li> <li>• To promote the volunteer programme to gain community support and wide engagement</li> <li>• To offer a wide range of flexible volunteering roles suitable for all ages, skills and levels of commitment</li> </ul>

<p>Key Tasks Continued</p>	<ul style="list-style-type: none"> <li>• To develop a recruitment process which ensures the best match between the skills, qualifications and interests of the volunteer and the needs of Parenting North East</li> <li>• To ensure that volunteers are given the appropriate training and support to be successful in their volunteering roles</li> <li>• To be responsible for all aspects of the day to day management of the Parenting North East volunteering programme</li> <li>• To implement formal and informal ways of recognising and celebrating the contribution of volunteers to the organisation</li> <li>• To support staff to work effectively and cooperatively with volunteers</li> <li>• To ensure all staff, directors and volunteers are kept aware of good practice in volunteering and of any changes in legislation which may impact on volunteering</li> <li>• To undertake on going evaluation of the volunteering programme and implement improvements as necessary</li> <li>• To establish a process for evaluating the contribution of volunteers</li> <li>• Maintain accurate records of volunteers and volunteering activity</li> <li>• Evaluate risk based on each volunteer position and ensure that volunteers are working in a safe, healthy and supportive environment in accordance with all appropriate legislation and regulations</li> <li>• Prepare an annual report on the activity of the volunteer programme, and monthly reports for directors</li> <li>• Administer and monitor expenditure for the volunteer programme against the approved budget</li> <li>• To maximise and participate in fundraising and trading opportunities.</li> <li>• To adhere to all Parenting North East policies and procedures.</li> <li>• Any other duties which are consistent with the duties and responsibilities of the post</li> </ul>
<p>Experience/Skills</p>	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Strong interpersonal skills and the ability to deal with a diverse range of people</li> <li>• Experience of managing or coordinating projects and volunteers (paid or unpaid)</li> </ul>

	<ul style="list-style-type: none"> <li>• An empathy with volunteers and an understanding of their needs</li> <li>• The capacity to inspire and motivate others</li> <li>• The ability to deal with information in a confidential manner and respond with sensitivity</li> <li>• Good organisational skills and the ability to manage a variety of tasks</li> <li>• Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports</li> <li>• Experience of working across different sectors and developing links with other agencies</li> <li>• A flexible and non-judgemental approach to people and work.</li> </ul>
<p>What You Can Expect from Us</p>	<p><b>Commitment to personal development</b> – Parenting North East CIC wants to work to develop our volunteers as well as support our large community of families. In House training is available and we hope to develop a training budget soon to develop formal qualifications and skills.</p> <p><b>Skills and experience to boost your career</b> – The kind of direct customer support and representation skills you build on the team are vital in any number of professional roles: as a volunteer, you’ll not only be able to boost your CV, but you’ll also be entitled to use Parenting North East CIC for references when you need them.</p> <p><b>A new family of volunteers</b> – At Parenting North East, we’re united by the cause we care about, but we also believe that volunteering is as much about making new friends as it is about helping others.</p> <p>We hold in-person meetups two or three times a year at our Newcastle office and every member of our team is welcome to attend. The office also has regular opening hours for our drop-in service and volunteers are welcome to come down at any time.</p>