



FLOAT • Information & Advice • Face-to-face

**ACHIEVE**  
with NERAF

<b>Role Title</b>	<b>ACHIEVE with NERAF Volunteer– Events and Activities</b>
<b>Purpose of Role</b>	<ul style="list-style-type: none"> <li>• To provide support and assistance to the Activity/Event Lead</li> <li>• Assist with organisation, promotion, marketing and delivery of Achieve with NERAF events and activities</li> <li>• Accompany visitors, staff and clients to their destination within the building</li> <li>• Act as an Ambassador for ACHIEVE with NERAF</li> </ul>
<b>Main activities and tasks</b>	<ul style="list-style-type: none"> <li>• Attending planning meetings</li> <li>• Helping to identify ways of raising funds</li> <li>• Assisting with advertising and publicising the charity's activities</li> <li>• Proactive participation in events and activities</li> <li>• Observe all Health &amp; Safety Regulations &amp; Protocols</li> <li>• Giving general information about NERAF Services</li> <li>• Promote ACHIEVE with NERAF</li> <li>• Maintenance of a clean and tidy environment</li> <li>• Observe and maintain all aspects of confidentiality</li> <li>• Provide a warm welcome and friendly, helpful attitude</li> <li>• Support and uphold the principles contained in the Equality &amp; Diversity Policy</li> <li>• Attend supervision and appropriate internal and external training courses relevant to the role</li> <li>• Inform staff at least a week in advance of planned/authorised absence</li> </ul>
<b>Quality, skills and experience required</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Reliability</li> <li>• Ability to communicate with clients, other professionals and organisations in a competent and confident manner</li> <li>• Good written and verbal communication skills</li> <li>• Ability to work on own initiative</li> <li>• Good Interpersonal Skills</li> <li>• Discretion and confidentiality</li> <li>• Listening Skills</li> <li>• Resilience</li> <li>• Non-Judgemental</li> <li>• Appropriate presentation skills (dress, deportment)</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of substance misuse issues</li> <li>• Knowledge of or willingness to learn about NERAF Services</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Previous experience of voluntary work</li> <li>• Good sense of humour</li> <li>• Own transport</li> </ul>
<b>Training provision</b>	<ul style="list-style-type: none"> <li>• Comprehensive Induction</li> <li>• Safeguarding</li> <li>• Relevant internal and external training as required for the role</li> <li>• Equal Ops training</li> </ul>
<b>Location</b>	North East England
<b>Quality Assurance</b>	ACHIEVE with NERAF aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered.
<b>Expenses</b>	<ul style="list-style-type: none"> <li>• Volunteers will be paid the cost of their journey from home to centre/project, either bus fares or rates per mile as appropriate.</li> <li>• If volunteers work over an agreed amount of hours they may be able to claim a set amount towards Lunch</li> <li>• Any costs incurred while performing duties</li> </ul>
<b>Supervisor/Point of Contact</b>	<ul style="list-style-type: none"> <li>• Volunteer Co-ordinator</li> <li>• Base Manager</li> <li>• Director</li> </ul>
<b>Support and supervision</b>	Regular and ongoing support and supervision will be provided to motivate and support Volunteers to enhance their role and to assist them to deliver quality services, enabling them to make a continuing and effective contribution to the success of the organisation and to their own continuing personal development