

NORTH EAST COUNCIL ON ADDICTIONS

VOLUNTEER ROLE PROFILE

Administration

Background Information

The North East Council on Addictions (NECA) is the largest regional charity working in the area of substance use/misuse.

Established in 1974, NECA is a registered charity and was founded initially as the North East Council on Alcoholism. The scope of NECA's work widened as problems associated with drugs and solvents became prevalent, and to signify the increasingly diverse range of service provision offered it was decided to change the title of the organisation to the North East Council on Addictions.

NECA currently employs over 250 staff and 20 volunteers with an organisational turnover of over 76 million (2009/10). We are an Investor in People.

Role Purpose - Tasks and Activities

- Answering the telephone
- Transferring calls and/or taking messages
- Taking referrals
- Photocopying
- Filing
- Faxing
- Meet and greet clients / visitors
- Dealing with incoming and outgoing post

When and Where

Based at one of NECA's centres. Dates and times are flexible.

Specific Qualities Needed

- A basic knowledge and understanding of administration is preferable
- Reliability and punctuality
- Respect for the rights of those people you are in contact with
- Ability to negotiate and undertake a manageable workload and reasonable time commitment within your capacity
- Ability to ask for support when and where it is needed
- Excellent communication skills
- Willingness to undertake relevant training
- Open to change and able to request support to deal with change if necessary.

Quality Assurance

NECA aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered. All volunteers are expected to share this aim and contribute towards upholding and enhancing further the standard and quality of service delivered throughout NECA.

Core Value Requirements

To comply with the values and ethos of the organisation, as set out in the Code Of Conduct

Comply with Operational, Human Resources, and Health and Safety Policies and Procedures, where appropriate.

Support and uphold the principles contained in the Equality And Diversity Policy; whereby equality of opportunity between men and women is promoted and unlawful discrimination and harassment is not tolerated.

Issues relating to NECA business may only be communicated to external bodies with the permission of the Line Manager.

Training

Relevant in-house training will be provided.

Expenses

In accordance with HM Revenue and Customs regulations, volunteers will be paid the cost of their journey from home to Centre / Project, bus fares or 40p per mile as appropriate. Where for whatever reason a Volunteer is allocated to a Centre / Project which is further away than a Centre / Project closer to their home, only the shorter distance may be claimed

Where previously authorised, NECA will pay reasonable expenses incurred whilst undertaking voluntary tasks, either bus fares supported by a receipt or mileage rate, currently 40p per mile, if travel undertaken by car.

Support and Supervision

Regular and on-going supervision and training will be provided to motivate and support Volunteers to enhance their volunteering work 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.