



Volunteer Co-ordinator

Hours: 14 hours per week

Length of contract: Fixed term contract until 31st October 2024. Possible extension dependant on funding.

Pay scale: £25,352.60 pro rata

Dumfries and Galloway ME and Fibromyalgia Network SCIO (DGMEFM Network)

Dumfries and Galloway ME and Fibromyalgia Network (DGMEFM Network) is a member-led charity formed in September 2000 and renewed as a Scottish Charitable Incorporated Organisation in 2022 to support the needs of people in Dumfries and Galloway who have experience of Myalgic Encephalomyelitis (ME), Fibromyalgia (FM) and Chronic Fatigue Syndrome (CFS).

It is the only service of its kind in SW Scotland and (overseen by a group of committed volunteer Trustees) has been providing a vital range of services for people in Dumfries and Galloway affected by the conditions for over 20 years.

Our Vision:

All people with ME / CFS and FM can reach their full potential; supported by services and communities that understand, value, and respect them.

Our Mission:

To help make this future a reality, DGMEFM Network's mission is to provide people with ME/ CFS and FM with a range of accessible and high-quality information, services and support that help them to effectively self-manage their conditions and achieve their individual goals.

Befriending and Peer Mentoring

DGMEFM Network wants to develop both a befriending service and a peer mentoring service for people who have lived experience of ME, Chronic Fatigue Syndrome (CFS), Fibromyalgia and/or Long-Covid, based in Dumfries and Galloway.

The befriending service will have a particular focus on reducing isolation and loneliness, whereas the peer mentoring service will enable people with lived experiences of the above

conditions to support others on their journey through the transitions relating to their conditions (diagnosis, flare ups, new treatment options etc).

The volunteer coordinator will be responsible for recruiting, training and supporting volunteers on an ongoing basis and for managing the referral process. Training will include learning about people's experience of their conditions. They will also match volunteer 'Befrienders' and 'Peer Mentors' with 'Friends' and 'Mentees' to ensure that it is a positive experience for everyone.

The volunteer coordinator will also play a role in developing partnerships with health and social care practitioners across the region to establish referral pathways for the projects.

Monitoring and evaluation will also fall under their remit.

How we'll deliver it:

The volunteering will take place via phone, video (e.g. Zoom) or in person, depending on participants' preferences and access to broadband/digital devices. The Befriender and Friend or Peer Mentor and Mentee will decide how often they connect and what they discuss at their meetings. For example, the befriending is likely to have more of a social element, whereas the mentoring is likely to provide more targeted support, as people with lived experience work their way through health and social care settings.

Who our activity is aimed at:

The service is aimed at adults with the long-term conditions mentioned. They already suffer from prolonged poor health and, due to this, often suffer from loneliness and isolation, as well as experiencing barriers to other support. These include fluctuating levels of energy and mental acuity, as well as personal finances due to difficulties in sustaining permanent jobs.

What difference our activity will make:

The main differences our new services will make will be in reducing loneliness and isolation and increasing confidence amongst those with lived experience. The befriending and mentoring relationships will be safe spaces, without judgement or stigma, something that can be hard to find for sufferers of these conditions. For instance, there will be no need to explain fatigue, brain fog, pain and other symptoms and there will be flexibility to rearrange sessions if need be.

Volunteers will also benefit from being part of the project with their own loneliness and isolation being reduced. In a rural area, such as Dumfries and Galloway, it can be difficult for volunteers to find flexible opportunities without a lot of travel.

Volunteers will develop transferrable skills for their CV and for other jobs and volunteering roles. There will also be opportunities to support DGMEFM Network in other ways, such as

newsletter production, website updates or joining the board. The volunteer coordinator will manage these roles.

Main tasks

The role will be to establish volunteering roles across the Network. This will include:

- Recruiting and training volunteer befrienders and peer mentors
- Managing the referral process
- Matching 'Befrienders' with 'Friends' and 'Peer Mentors' with 'Mentees' to ensure that it is a positive experience for everyone
- Supporting volunteers on an ongoing basis
- Monitoring and evaluating the project

They will also:

- Establish more general volunteer roles within the Network
- Contribute to the overall work of the organisation as appropriate

Skills and qualities we are looking for

- Understanding and empathy
- Communication skills, both written and spoken
- Experience of either delivering or co-ordinating training
- Understanding of the issues faced by people with ME / CFS, Fibromyalgia and Long Covid
- Experience of partnership working (especially in relation to health and social care settings)
- Ability to meet service targets
- Confident with Microsoft Office
- Experience of co-ordinating or supporting volunteers

PVG scheme membership, in respect of Vulnerable Adults, is a requirement of the role.

Reporting to: Improving Lives Steering Group

Application process

Please submit a CV and covering letter explaining your suitability for the role to:

admin@dgmefm.org.uk

Deadline for applications: 5pm 14th October 2022

Interviews will be held on Friday 21st October 2022.