



BEfriend

RECRUITMENT PACK
BEFRIENDING COORDINATOR

£16,800 (£28,000 FTE)
21 HOURS PER WEEK

Closing Date

Sunday 11th August
2024 23:30

Interview Date

28th or 29th August

Job Description

PART-TIME (21 HOURS PER WEEK)

ACTUAL SALARY £16,800 (£28,000 FTE)

We are looking for a dynamic and proactive individual with experience in community engagement to help BEfriend support more people through increased volunteering.

Aim of role:

We are recruiting a Befriending Coordinator to work on our Befriending Team in Ealing. You will work with the Lead Befriending Coordinator to support isolated clients through linking them with our volunteer befrienders.

Overview of role:

- **Client Assessments:** You will support a caseload of clients from their initial referral through to the end of their time with us. This will involve processing referrals, conducting assessments, matching with volunteers and conducting ongoing six-monthly reviews. You will provide regular telephone contact whilst they are on our waiting list and signpost to appropriate services as required.
- **Matching and Coordination:** You will interview potential volunteer befrienders and work with the Lead Coordinator to successfully link them with individuals in Ealing who are experiencing isolation. You will monitor the matches through monthly reports from the volunteers and six-monthly client reviews.
- **Support and Supervision:** You will provide support to the volunteers when required, particularly during the first month of their match. After that you will conduct six-monthly reviews and ad hoc support.

Additional:

- You will ensure that Equal Opportunities, Safeguarding and other organisational policies and procedures are actively developed and implemented throughout the work

Job Description cont...

- You will work with the staff and volunteer team to develop and maintain good working relationships, attending staff meetings and other events as required
- You will ensure the service meets and where possible exceeds key performance indicators
- You will carry out any other duties that may be required in relation to the role, as instructed by line management

Overview of terms

- The role will be based in the Ealing office, with some home working possible. You will need to work on your own initiative on a day-to-day basis and be able to travel around the borough to visit clients.
- The day-to-day supervision and management will be provided by the Lead Befriending Coordinator.
- You will be required to undertake training as part of the induction
- The role is for a permanent contract and there will be a probationary period of 6 months.
- The working hours are 21 hours per week
- The holiday entitlement is 5 weeks plus pro rata bank holidays allowance.
- 5% employer pension contribution through auto-enrolment scheme when you contribute 3%.
- Access to 'Health Assured' Employee Assistance Programme

This job description is not exhaustive. The post-holder may be required to undertake additional tasks and responsibilities at times.

Person Specification

Essential

- Experience of working with vulnerable adults in a social care or support worker role
- A strong commitment to achieving positive outcomes for people
- A good understanding of the needs of people experiencing isolation and loneliness
- A good understanding of cultural differences and experience of working with people from different backgrounds
- Experience of prioritising and managing a caseload
- Ability to work well independently and as part of a team
- Basic computer skills
- Personal qualities required: a skilled communicator with excellent listening and observational skills, empathetic, supportive, approachable, professional, compassionate, self-motivated and dynamic

Desirable

- Experience of supporting people experiencing mental health problems
- Experience of supporting, supervising and developing volunteers
- Experience of befriending
- Ability to communicate in another language

How to apply

Please apply in writing to Rachel Hill, Chief Executive Officer, explaining what you will bring to the charity from your experience and how you meet the Person Specification. Please also attach your CV.

Applications must be made via Charity Jobs where you can attach your cover letter and CV

Closing date: Sunday 11th August, 23:59

Interviews: 28th or 29th August

About BEfriend

What we do

BEfriend was set up in 1994 in the London Borough of Ealing to support adults experiencing chronic loneliness through volunteer befriending. Over the years we have developed our charity to be able to support more people with different needs. In 2023 we successfully launched our projects in the neighbouring borough of Hounslow, after securing funding for a 2-year pilot project.

Our Projects in Ealing and Hounslow

Befriending Project: This project supports people who are experiencing loneliness and have become isolated due to either a physical disability, old age, frailty or mild dementia. Volunteers are recruited to provide weekly visits, supporting them to go out whenever possible and join in other local groups.

Telephone Befriending: For people who would prefer a weekly phone call rather than a visit.

Linked Minds: This is our specialist mental health befriending project which is for people who have become isolated because of a mental health problem. Volunteers are recruited to provide weekly visits and outings with a focus on developing confidence and opportunities for connecting with the local community. This project usually supports people for one year.

Linked Minds Transition Group: When people are coming toward the end of their year with Linked Minds, they are offered the opportunity to join this monthly peer support group where they can continue to grow in confidence and develop relationships with others.

Events and Trips: We want to support all our clients to increase their connections in order to feel less lonely. We arrange regular tea parties and small trips to enable clients to connect with each other.

Staff Structure

BEfriend is led by a strong and experienced Board of Trustees who meet every 8 weeks. They employ the following staff to deliver the charitable aims:

Management

Chief Executive Officer

Operations Director

Operational Staff

Ealing:

Lead Befriending Coordinator

Befriending Coordinator (**this role**)

Lead Linked Minds Coordinator

Linked Minds Coordinator

Hounslow:

Lead Befriending Coordinator

Lead Linked Minds Coordinator

Central Team:

Volunteering Lead

Community Engagement Coordinator

Fundraising Lead

Volunteer Administrator

Administrator

What it's like to work with us?

At BEfriend we are a small and friendly team. A big part of our work is supporting people with mental health problems, and so mental health and wellbeing of staff is naturally also very important at BEfriend. We speak about mental health openly as a staff team, and all look out for each other. All staff have access to 24/7 support and counselling through our Employee Assistance Programme, and are encouraged to make use of this.

All of the team are encouraged to contribute to the development of BEfriend through sharing ideas and thoughts at regular one-to-ones, our monthly team meetings, and at annual team days.

We hope you will consider applying to join us!

You can find out more about BEfriend on our website;
www.befriend.london

Also, follow us on social media!



BEfriendCharity



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