

Job Title	Befriending Coordinator – Kettering & Corby Districts
Reporting to	Countywide Befriending Manager
Organisation	Serve
Salary	£22,000.00 per year
Place of work	Geographical Area of Work – Kettering and Corby Districts. Work Base – The Business Exchange, Kettering
Hours of work	37 hours per week
Employment subject to Enhanced Disclosure & Barring Service (DBS) Check	
Job Purpose	<p>This is a full time, permanent position, to represent and incorporate the organisation’s mission and values in your role on a day-to-day basis.</p> <p>Home@lone is a befriending service that has been running for 4 years across East Northants and Wellingborough, we are now able to extend the service to Kettering and Corby and Districts.</p> <p>Our customers are living in complex and challenging situations as they have no network of family, friends, or community to call on. Our current befriending service receives regular referrals from statutory and voluntary sector partners and since the COVID-19 pandemic this has increased. Our Customers are vulnerable and frail And with limited options during the pandemic, connecting with and supporting customers through befriending is more important.</p> <p>Home@lone provides trained volunteer supporters to visit and befriend lonely, isolated, vulnerable older people in the community. Supporters receive training, are DBS checked and become our ears and eyes to prevent issues escalating preventing hospital admissions, further ill health and potential admission to residential care. Referrals are received, assessments carried out with volunteers and customers matched to ensure a successful outcome.</p> <p>We are looking for someone who can deliver a safe and reliable befriending service in Kettering & Corby Districts to prevent deterioration of mental health, promote confidence and independence and enable residents to be active where possible in their communities, and access existing available services.</p> <p>You will need to work with colleagues internally and externally across Northamptonshire to keep up to date with current working practises and to enhance current partnerships and develop new ones.</p>

Main Tasks & Responsibilities	
Develop & Deliver a high-quality befriending service	<ul style="list-style-type: none"> • Ensure the process for identification and referral of service users is adhered to • Undertake risk assessments with service users referred. • Signpost service users to wider/alternative services where needs are identified. • Monitor and evaluate the project with case studies to ensure service user satisfaction and outcomes are being met. • Provide monitoring to funders/management as requested. • Match customers with befrienders according to the guidelines. • Ensure customers and volunteers are adequately safeguarded.
Volunteer Recruitment, Promotion & Monitoring	<ul style="list-style-type: none"> • Recruit and interview potential volunteers, complete paperwork i.e., DBS checks, application forms and arrange for their Lone Worker Safety training. • Deliver volunteer recruitment campaigns and where appropriate, work in collaboration with other agencies including infrastructure agencies. • Ensure prospective volunteers are provided with relevant information about the project and are fully supported throughout their involvement including the regular volunteer events to encourage peer support. • Provide induction and agree initial training and ongoing training needs and source suitable training opportunities in liaison with Countywide Befriending Manager
Project Coordination	<ul style="list-style-type: none"> • Monitor the befriending relationships to ensure they are operating successfully and outcomes for the individuals involved are being met • Maintain records of the volunteers, customers and relevant contact as per contractual requirements in accordance with the Data Protection Act and Data Protection Regulations. • Prepare reports accordingly and contribute recommendations for improvements and future develops for the service • Liaise with Adult Social Care, health and other statutory authorities to promote the service, identify potential service users and to foster good working relationships
Additional	<ul style="list-style-type: none"> • Adhering to the organisations standards with regard to Health, Safety and Risk Management • Using systems and equipment of the organisation as directed • Undergoing training as identified by your line manager or identified through appraisal • Attend meetings as required • Being prepared to undertake duties at locations other than the organisations registered address (when COVID-19 restrictions are eased) • Maintaining a standard of confidentiality as required by SERVE and GDPR 2018 in relation to volunteers and customers.

Person Specification	
Essential	<ul style="list-style-type: none"> • Educated to A level standards or equivalent and/or high levels of experience in similar work • Dedicated to meeting the expectations and requirements of the service, developing and maintaining effective relationships, and building trust. • Experience of people management and/or support • Experience of working in a similar support service with knowledge of working within the voluntary sector • Microsoft Experience and the ability to produce statistical and operational reports • Good planning and organisational skills • Excellent interpersonal skills, communicating clearly and accurately • Excellent telephone, verbal and written communication • Ability to set priorities and manage workload while remaining responsive to events • Knowledge and understanding of the impact on health and wellbeing of loneliness and isolation • Experience of working with older people • An understanding of Equal Opportunities and how it applies to the work of the charity • Must have a full drivers' license and access to a vehicle • Must be willing to have an enhanced DBS check through the Disclosure and Barring Service
Desirable	<ul style="list-style-type: none"> • Experience of marketing or promoting a service • Experience of developing strong partnerships and joint working arrangements with other organisations • Personal experience of volunteering • Must be willing to have an enhanced DBS check through the Disclosure and Barring Service

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The postholder will be expected to undertake any training according to the needs of the service at the time. These will be subject to regular ongoing review and may be amended to meet the changing needs of the service. Any changes to be agreed with postholder and Serve.