

Job Description & Person Specification

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| Job Title | Interim Befriending Coordinator |
| Reporting to | iCAN Lead Countywide Befriending Manager |
| Organisation | SERVE |
| Contract | Fixed Term 6 – 12 Months |
| Salary | £27,022.00 pro rata |
| Place of work | Geographical Area of Work – Kettering and Corby Work Base – The Business Exchange, Kettering, NN16 8JX |
| Hours of work | 37 hours per week |
| Employment subject to Enhanced Disclosure & Barring Service (DBS) Check | |
| Who we are | <p>SERVE is a charity (no 1043321), established in 1981, registered as a charity in 1995, and based in Rushden, Northamptonshire. We support North Northamptonshire residents as well as lead on Countywide Projects to reduce isolation amongst the Older Person's population.</p> <p>Our charitable activities involve a range of services for the elderly and adults with disabilities in Northamptonshire with elderly and disabled people who benefit from one or more of the above services.</p> |
| Job Purpose | <p>This is a fixed term position (contract to March 2024), to represent and incorporate the organisation's mission and values in your role on a day-to-day basis.</p> <p>We are looking for someone who can deliver a safe and reliable befriending service in Kettering & Corby. Our befriending service helps to reduce feelings of isolation and loneliness for older people, enabling individuals to remain living independently in their own home.</p> <p>Referrals are received from statutory, private, and voluntary sectors for older people 65+ who are lonely, isolated, and frail. Befriending offers supportive, reliable relationships through volunteer befrienders to people who would otherwise be socially isolated.</p> <p>Volunteer befrienders make regular visits, once a week, to an older person and look to build friendships, offer support, and help people to feel less isolated socially. Volunteers and residents are matched, and this takes on board person-centred support including individual's interests, skills, and experiences.</p> |
| <p>The tasks and responsibilities shown below are not exhaustive and should be regarded as a guide. The postholder will be expected to undertake any training and reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. Any changes to be agreed with postholder and Serve.</p> | |

| Main Tasks & Responsibilities | |
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| Develop & Deliver a high-quality befriending service | <ul style="list-style-type: none"> • To assess and coordinate a successful befriending service, supporting our beneficiaries in the community. • To actively recruit volunteers in the community. • To match volunteers with beneficiaries, taking into consideration hobbies, interests, and availability • Ensure the process for identification and referral of beneficiaries is adhered to. • Undertake risk assessments with beneficiaries referred. • Match beneficiaries with befrienders according to the guidelines. • Ensure beneficiaries and volunteers are adequately safeguarded. • To identify new opportunities to increase the organisations befriending service and to ensure sustainability. • To work and liaise effectively with stakeholders and partners fostering good working relationships for efficient project implementation. • To attend training and meetings appropriate to the position • 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. |
| Administration | <ul style="list-style-type: none"> • To receive referrals from service providers, administer the details on a secure database, and ensure that all records are accurate and up-to-date • To monitor and evaluate the success of the service. Including measuring outcomes and maintaining records to monitor performance, facilitate the evaluation of the service and to meet monthly reporting requirements. • To work with the Countywide Befriending Manager to ensure safeguarding procedures are effective and upheld at all times. • To be responsible for ensuring all person-identifiable information is stored and/or disposed of appropriately, that information governance and confidentiality procedures are adhered to. • To professionally represent SERVE, attend meetings and training whilst working with initiative in delivering the service. • To play an active role in the recruitment, retention, training and development of volunteers. Encouraging peer support • Deliver volunteer recruitment campaigns and where appropriate, work in collaboration with other agencies including infrastructure agencies. • Provide induction, and ongoing training needs sourcing suitable training opportunities in liaison with the 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, beneficiaries and relevant contact as per contractual requirements in accordance with the Data Protection Act and Data Protection Regulations. |

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| | <ul style="list-style-type: none"> • 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. • 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. • Being prepared to undertake duties at locations other than the organisations registered address. |
| Person Specification – candidates will be able to demonstrate: | |
| Experience | <ul style="list-style-type: none"> • Working with people from vulnerable groups • Supporting people living with dementia and long-term health conditions • Establishing and maintaining partnerships • Experience of delivering and monitoring projects • Managing and supporting volunteers • Ability to set priorities and manage workload while remaining responsive to events. • Experience of developing strong partnerships and joint working arrangements with other organisations • Personal experience of volunteering |
| Knowledge & Qualifications | <ul style="list-style-type: none"> • Educated to A level standards or equivalent and/or high levels of experience in similar work, knowledge using MS Office, Email systems and any customer relationship management systems (CRMs). • Ability to produce statistical and operational reports. • Knowledge of voluntary sector |
| Skills & Abilities | <ul style="list-style-type: none"> • Demonstrate appropriate language and communication techniques dependent on the audience. • An approachable, flexible, positive attitude that encourages individuals to take a solution focussed approach. • The ability to support beneficiaries and volunteers and communicate clearly and effectively. • Dedicated to meeting the expectations and requirements of the service, developing and maintaining effective relationships, and building trust |
| Working requirements | <ul style="list-style-type: none"> • Ability to meet deadlines and targets. • Willingness to engage in continual professional development. • Full driving licence and vehicle available for travel for work |
| Equality and Diversity | <ul style="list-style-type: none"> • Values diversity, differing cultural perspectives and works effectively with people regardless of appearance, disabilities or beliefs. • Demonstrates ability to work in a non-judgmental manner |