

<b>Job Description</b>	<b>Befriending Support Coordinator</b>
<b>Reporting To:</b>	Befriending Programme Manager
<b>Responsible For:</b>	Befriending Project Volunteers
<b>Hours:</b>	22.5 hours per week

<b>Description of Job:</b>	<p>Our services at WG aim to:</p> <ul style="list-style-type: none"> <li>• Reduce social isolation and loneliness</li> <li>• Help people who are experiencing difficulties</li> <li>• Enable older people to be active and healthy</li> </ul> <p>Befriending addresses these aims in supporting vulnerable and isolated clients to continue living independently for as long as possible. Our Volunteer Befrienders provide a listening ear and companionship and can make a real difference.</p> <p>The postholder will engage with people who are experiencing isolation and/or wellbeing or mental health issues. The post holder will coordinate the volunteer befriending service assessing clients and supporting volunteers to provide a befriending service for vulnerable and socially isolated people in Merton. We work on a case by case basis with adults in Merton and have an increase in referrals for clients with more complex mental health needs. The role is community and office-based and the postholder will travel throughout Merton visiting clients at home. Some flexibility is needed with regards to occasional out of hours work for which TOIL will be given.</p>
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<b>Key Responsibilities</b>	<b>Key Elements/Tasks</b>
<b>Main duties and responsibilities</b>	<ol style="list-style-type: none"> <li>1. To carry out initial and follow up assessments with clients, generally in their own home.</li> <li>2. Handle initial enquiries from volunteers, referrers and clients.</li> <li>3. Provide first line of support for befriending clients and volunteers.</li> <li>4. To research and network with statutory and voluntary sector partners and refer and signpost clients appropriately.</li> <li>5. To work and interact with people who are sometimes in acute distress and/or may have a mental health diagnosis.</li> </ol>

	<ol style="list-style-type: none"> <li>6. Provide effective support and supervision to volunteer befrienders to ensure welfare, policies and procedures are adhered to and a high standard of service delivery.</li> <li>7. Take responsibility for keeping data up to date and accurate including taking responsibility for database.</li> <li>8. Support the Befriending Programme Manager to enable regular reporting on client and service outcomes from this data.</li> </ol>
<b>Department Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Work efficiently with colleagues in supporting clients and volunteers.</li> <li>2. Work collaboratively with colleagues and volunteers to ensure health, safety, risk assessment and data obligations are met.</li> <li>3. To follow department procedures and work as part of the Community Services Team to provide a reliable and sensitive service.</li> </ol>
<b>Line Management Responsibilities</b>	<ol style="list-style-type: none"> <li>1. To support volunteers, match them with clients, supervise and liaise with them regularly to ensure they provide an effective, safe and high-quality service.</li> <li>2. To work with colleagues to assist with volunteer induction and training sessions.</li> </ol>
<b>Organisation Responsibilities</b>	<ol style="list-style-type: none"> <li>4. To work as part of the Community Services team and contribute to the development of WG services.</li> <li>5. To work closely with all WG's teams to ensure an effective and professional service.</li> <li>6. To work within the WG's Diversity Policy and ensure that its principles are actively incorporated into the delivery and monitoring of services.</li> <li>7. To work flexibly and outside normal office hours as dictated by the needs of the service. (Time off in lieu will be given).</li> <li>8. To attend Guild meetings and training as required maintaining and improving skills and professional knowledge.</li> <li>9. To be aware of and work as part of WG as a whole.</li> <li>10. To work within the Guild's Equal Opportunities Policy and ensure that its principles are actively incorporated into the delivery and monitoring of services.</li> </ol>
<b>Risk Management</b>	<ol style="list-style-type: none"> <li>1. To work to and uphold the policies and procedures of WG.</li> <li>2. To work in compliance with WG Safeguarding, GDPR and other policies.</li> <li>3. To advise the Befriending Programme Manager, Head of Community Services, or another senior manager of any event which may possibly adversely affect WG.</li> </ol>

<b>Person Specification</b>	<b>Befriending Support Coordinator</b>
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<b>Qualifications, Experience, Skills, Values and Behaviours Required</b>	
<b>Qualifications</b>	Good general education (min 5 GCSE's A-C or equivalent) including English and Maths
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of working within Adult Social Care or the Voluntary Sector and/or Mental Health Services</li> <li>• Experience of supporting vulnerable and socially isolated adults with support needs Including older people and/or adults with mental health issues on a 1:1 basis</li> <li>• Strong team-working - working closely with colleagues to deliver service</li> <li>• Experience of managing a caseload</li> <li>• Understanding of the voluntary sector</li> <li>• Experience of volunteer supervision</li> <li>• Working in an environment where confidential information is handled</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal skills to be able to build relationships with colleagues, and work collaboratively with clients, volunteers and external organisations</li> <li>• Excellent verbal and written communication skills and the ability to motivate and empower individuals using a person-centred approach</li> <li>• Willingness to work as part of a wider team delivering support services</li> <li>• Ability to organise workload, manage a case load and manage time effectively</li> <li>• Excellent computer literacy skills, including familiarity with all standard office packages (e.g. Microsoft Word, Excel, Outlook, Teams) and experience of using databases to keep records and support your work</li> <li>• Ability to use judgement to assess complex situations, assess risk and provide appropriate responses and solutions</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to travel throughout Merton, working flexibly including with clients in their own homes (this may include some out of hours work for which TOIL is given)</li> </ul>
<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Able to communicate clearly, sensitively and non-judgmentally with a calm and professional working manner</li> <li>• Is pro-active and creative - has a flexible approach and open to new ideas</li> <li>• Able to communicate and collaborate constructively, honestly and openly with colleagues</li> <li>• Takes responsibility for actions or outcomes</li> <li>• Shares ethos of WG and has a genuine desire to support people within the community</li> <li>• Committed to delivering an effective high-quality service</li> <li>• Has a positive view of vulnerable people and a strong desire to empower and enable</li> <li>• Has a clear understanding of the widely differing needs and preferences of individuals and the ability to respond appropriately to these</li> <li>• Reflects on own practice and is interested in developing self and other's knowledge and skill within the objectives of the Wimbledon Guild</li> <li>• Willingness to work flexibly - working outside normal hours as needed</li> <li>• Demonstrates a commitment to equality and diversity within the Guild</li> <li>• Demonstrates a commitment to safeguarding, health and safety, GDPR</li> <li>• Demonstrates energy and enthusiasm for the work delivered by WG</li> </ul>

11<sup>th</sup> July 2022