

BEFRIENDING CO-ORDINATOR - CROYDON

Location:	London Borough of Croydon
Job Title:	Befriending Co-ordinator
Salary:	£15,857.81 (basic) plus £3,378.86 (London Allowance) TOTAL = £19,236.67 p.a.
Method of Pay:	Salary payments are made monthly in arrears on the last working day of the month. It is a condition of appointment that the person accepts salary payments by means of credit transfer to a bank, building society or similar via BACS transfer
Hours:	30 hours per week
Annual Leave:	The annual leave entitlement is 144 hours per annum, equivalent to 24 days per year plus public holidays
Probationary Period:	6 months
References:	Imagine requires 2 references, not relatives, and that one referee is your present or most recent employer
Criminal Record:	An enhanced disclosure is required before commencing employment with Imagine. The organisation will pay for the disclosure
Trade Union:	Unison is the recognised trade union
Pension:	You will be eligible to join the occupational pension scheme when you have completed the probationary period with Imagine
Training & Development:	Imagine is committed to training and development of staff and provides a comprehensive training package
Staff Consultative Committee:	The Staff Consultative Committee exists in Imagine to promote and maintain good employee relations and to provide a forum to examine and discuss issues through a genuine exchange of views

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JOB DESCRIPTION

Job Title: Befriending Coordinator

Department: Croydon Imagine

Reporting to: Service Manager

1. JOB SUMMARY

To develop a befriending service that supports service users in their recovery and independence, increases access to mainstream activities, builds natural friendships, to recruit, train and support volunteers in order for the volunteers to carry out the role of a befriender effectively and appropriately.

2. LOCATION

The post will be based in the London Borough of Croydon, but some travel is required as part of the job.

3. SUPERVISORY RESPONSIBILITY

This post has direct supervisory responsibility for volunteers; and has no direct staff supervisory responsibility but there is a duty upon all employees to be aware of appropriate service standards and to report any breach of standards to someone in authority.

4. MAIN DUTIES

Under the guidance of the Service Manager

Responsibilities to volunteers

- To recruit volunteer befrienders in conjunction with the Service Manager.
- To ensure that volunteer befrienders receive full induction and training.
- To assist in running volunteer meetings, training sessions and social events.
- To assist the Service Manager in producing literature and publicity materials to advertise and promote the service.
- To network, develop and promote the service, especially towards the increased recruitment of volunteer befrienders from BME & mental health groups.
- To find creative and innovative ways of recruiting and retaining volunteers.
- To support volunteers to identify community opportunities as relevant to the clients needs e.g. leisure, sports, arts, faith and cultural opportunities/schemes.

Responsibilities to clients

- To assess client needs and interests and match to a befriender.
- To provide interim support to service users without a befriender where appropriate.
- To work in a supportive role with service users accessing the service.

Partnership Working

- To liaise with other professionals, including CPNs and Social Workers, as well as staff from community organisations such as the Croydon Volunteer Centre, other befriending services.
- To widely promote the Befriending service to service users & referral agencies.
- To represent the Befriending Service and Imagine in a professional manner.

Responsibilities to the Team

- To contribute to the development and expansion of the Befriending Service, working within the framework of National Quality Standards.
- To establish and maintain appropriate client record keeping systems ensuring confidentiality at all times in line with Imagine's Confidentiality Policy.
- To keep database of clients referred & engaged, disengaged and progression made, to provide information and statistics for reports.
- To promote and disseminate the work of the Croydon Imagine Services.
- To facilitate team-based working across the service and other agencies, to ensure effective and efficient communication.
- To participate in the evaluation of the project with service users & partner agencies; contribute to the development of the project.
- With the to implement, realistic systems to measure and achieve standards of operational performance and quality.

5. REQUIREMENTS

All employees are expected to:

- To undertake relevant training as appropriate.
- To participate in staff meetings and attend regular supervision.
- Act with integrity at all times.
- Ensure that principles of quality are included into all areas of work.
- Always be responsive to customer priorities.
- Demonstrate working within the organisations objectives and commitment to continuous personal learning and development.
- Comply with all health & safety and statutory requirements, Imagine policies & procedures, working within ISO standards at all times.
- Undertake any other tasks, which may be requested from time to time by the organisation.
- Safeguard organisation property, confidential information or privileged knowledge.

6. KEY PERFORMANCE INDICATORS

Success in this role will be judged by the following key performance indicators:

- Meeting targets and objectives as set by line manager.
- Working within a team approach.
- Demonstrable achievement in working towards organisational objectives.
- The ability to work in a person centred and flexible way.
- Proactive professional manner.
- All duties and tasks are undertaken and performed in an efficient accurate manner resulting in excellent service provision.

Please note that this job profile may be amended to meet the needs of the service. Alteration will be discussed in advance with the post holder whose agreement will not be unreasonably withheld.

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PERSON SPECIFICATION

Job Title: Befriending Coordinator – Croydon

Responsible to: Service Manager

ATTRIBUTES

Essential = E

Desirable = D

1. Skills and Abilities

- a) Effective verbal and written communication skills. (E)
- b) Good listening skills. (E)
- c) Ability to work on own initiative and be a self starter. (E)
- d) To be able to develop positive and enabling relationships with volunteers and service users. (E)
- e) Networking skills (E)
- f) Good organisational and time management skills. (E)
- g) Record keeping skills. (E)
- h) IT skills. (E)
- i) Promotion & presentation skills. (D)

2. Experience and Knowledge

- a) Experience of volunteering or working in a volunteering environment. (E)
- b) Previous experience of working with people with mental health problems or working in 'people related' services e.g. drugs, community, youth etc. (E)
- c) Issues relating to the recruitment, training and retention of volunteers (E)
- d) Supervisory management or supervising volunteers experience (D)

- e) Delivering training and/or facilitating groups. (D)
- f) Knowledge of mental health issues. (D)

3. Qualifications

- a) Good standard of general education (E)
- b) Relevant qualification in volunteering, mental health or social care (D)
- c) Evidence of continued personal development. (D)
- d) Educated to degree level or equivalent. (D)

4. Personal Attributes

- a) To be committed to the ethos of team-working and be supportive of colleagues and other staff. (E)
- b) Ability to motivate and encourage. (E)
- c) A positive approach to feedback. (E)
- d) A commitment to Imagine's philosophy and organisation objectives. (E)
- e) A commitment to equality, diversity and social inclusion. (E)
- f) Flexible approach to working location and times. (E)
- g) Drive and enthusiasm with a commitment to deliver. (E)
- h) Honesty and Integrity. (E)
- i) Resilience. (E)
- j) To value people. (E)
- k) Resourceful. (E)
- l) Creative and innovative. (E)
- m) Willingness to undertake appropriate training (E)

Recruitment of Ex-offenders

This statement is made available to all applicants at the outset of the Recruitment process

Imagine has an obligation to protect vulnerable adults from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post under this category will be subject to a Disclosure from the Criminal Records Bureau (CRB) before an appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions, including 'spent' convictions and where the post is subject to an Enhanced Disclosure, other relevant non-conviction information, such as police enquiries and any pending prosecution will also be included.

- As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants suitability for positions of trust, Imagine complies fully with the CRB Code of Practice and undertakes to treat all applicants fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.
- The organisation is committed to the fair recruitment of its employees, regardless of race, gender, religion and sexual orientation.
- We actively promote equality of opportunity and welcome applicants from a wide range of backgrounds. Candidates are selected for interview based on their skills, qualifications and experience.
- A Disclosure is only requested after a risk assessment has shown that one is relevant to the post.
- We encourage all applicants called for interview to provide details of their criminal record at an early stage in the recruitment process. This information is sent under separate confidential cover and will only be seen by those who need to see it as part of the recruitment process.
- At interview or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- We ensure that those who are involved in the recruitment process have received appropriate guidance and training relating to the employment of ex-offenders e.g. The Rehabilitation of Offenders Act 1974
- Having a criminal record will not necessarily bar anyone from working at Imagine. This will depend on the nature of the position and the circumstances and background of offences.

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