



## **JOB DESCRIPTION**

**JOB TITLE:** Befriending Service Lead

**SALARY:** £12.50 per hour

**Hours:** 5 hours per week

**Term:** 6 month fixed term placement (until 31<sup>st</sup> March 2025)

**LOCATION:** Central base at Bright Hope House with flexibility to travel across North West Leicestershire.

**JOB PURPOSE:** Leading the charity's Befriending service, to include administration, development, and strategic planning. The service exists to reduce the feeling of chronic loneliness and isolation felt by people living within North West Leicestershire.

**Responsible to:** Care Services Manager

The key duties of the role are:

1. Undertake assessments with service users to find out more about their hobbies, interests, and personal information to enable us to find a successful befriending match and update referrers of our progress. Referral's to be made to other services if unsuitable for befriending.
2. Work with the Volunteer Co-Ordinator to recruit and undertake interviews with volunteers to identify their interests, hobbies, availability etc.
3. Play an integral role in the matching process connecting volunteers and service members for friendship and company.
4. Troubleshoot / respond to challenges as they arise in partnership with the Care Services Manager
5. Respond to safeguarding enquiries as they arise in partnership with the Care Services Manager
6. Undertake risk assessments.
7. Maintain accurate records using the charity's SharePoint network so it is accessible to the Care Services Manager
8. Be responsible for communicating sensitive information and maintaining confidentiality in accordance with the charities' policies and procedures.
9. Present the ethos, aims and purposes of the Charity to individuals and their families, volunteers and professionals.
10. Contribute to the development of operational documents and processes as required.
11. Undertake training as required.
12. Attend and contribute towards the planning and delivery of group befriending, seasonal events and community outreach projects.
13. Produce a monthly report on the workings of the Befriending scheme to the Care Services Manager.
14. Conform to all policies, procedures and guidelines laid down by the charity.
15. Perform such other duties as may reasonably be required.

## Skills and Knowledge

- Strong communication skills – both written and verbal.
- Excellent organisational skills.
- Ability to motivate and inspire.
- Friendly, welcoming approach, building meaningful relationships whilst always maintaining professional boundaries.
- Commitment to ensuring equal opportunity and access for all.
- Good knowledge of Microsoft programmes such as Word and Excel.

## Travel Requirements

You are required to have access to a vehicle to fulfil the duties of this role. You will be entitled to claim for the mileage you incur whilst on Bright Hope in North West Leicestershire business in accordance with the charity's Policies and Procedures.

## General

- To work with communities sometimes outside normal office hours, including weekends.
- To always ensure that service delivery informs, reflects and supports the charity's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To always promote the charity's overall commitment to equal opportunity/diversity and work within the requirements of the charity's equality scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at Work Act.

*This job description reflects the present position and is subject to review and alteration in light of future changes and development.*

Criteria	Essential – E Desirable - D
Experience of communicating with a diverse range of people	E
Two years' experience of working with volunteers	D
Experience of a role in Leadership – including creating and managing rotas	E
Be able to deliver supervision and problem solve	E
Have experience in networking and delivering presentations	D
Excellent written and verbal communication skills	E
Sound MS Office knowledge, Internet and Email skills. Basic functionality of social media platforms	E
Ability to work effectively as a team member and highly developed interpersonal skills	E
Proven experience in working under own initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives	D
Proven experience in developing and maintaining a range of partnerships and working relationships with external partners in voluntary, public and private sector organisations	E
Commitment to Equality and Diversity, Health and Safety and data protection processes	E
Full driving licence and access to a vehicle	E