



TITLE: Befriending Coordinator

RESPONSIBLE TO: Operational Services Manager

HOURS: 15 hours per week

SALARY: £9,734 per annum for 15 hours (£24,336 WTE, £12.48/hour)

PURPOSE OF JOB:

To help reduce loneliness and isolation for visually impaired adults across Derby and Derbyshire, this will be done by:

1. Developing, promoting, and coordinating the Sight Support Derbyshire (SSD) home and telephone befriending services across Derbyshire.
2. Managing the day-to-day running of all operational aspects of the service.
3. Working with the Volunteer Coordinator and other staff to recruit, train, and manage volunteers delivering befriending services.
4. Networking with other agencies and businesses to reduce isolation and promote social inclusion for visually impaired people.
5. Using I.T. to accurately record and monitor information, and where appropriate to support visually impaired people to access on-line and telephone befriending opportunities.
6. To actively promote the wider work of Sight Support Derbyshire assisting in the development of all its services and attending relevant events.

KEY TASKS

1. **Developing, promoting, and coordinating the Sight Support Derbyshire (SSD) home and telephone befriending services across Derbyshire**
 - a) Develop & implement publicity campaigns and material to ensure visually impaired people (VIP's) and other organisations know about the services and can access them.
 - b) Ensure effective referral streams are in place and working well.
 - c) If necessary, arrange ad hoc support for befriending service users in cases of particular need. This may mean advocating on behalf of the person. You will be expected to provide assistance when a visual impaired person requests your help with handling their cash (e.g. paying for activities whist out).

- d) Report activity for the befriending service against the agreed targets and plans to the Operational Services Manager on a monthly basis.
- e) Ensure that you adhere to all related policies and procedures.
- f) Work to increase the effectiveness of the service by proposing and implementing improvements based on service user and volunteer feedback and service results.

2. Managing the day-to-day running of all operational aspects of the service

- a) Assess referrals into the service against agreed criteria
- b) Match service users to volunteers.
- c) Follow up with both service user and volunteer at least quarterly, to monitor outcomes and ensure that all service users are having satisfactory and regular contact with their volunteers
- d) Monitor service activity and ensure accurate records, including contacts and visits, are completed at the earliest opportunity.

3. Work with the Volunteer Coordinator and other staff to recruit, train and manage volunteers delivering befriending services.

- a) Develop and maintain task descriptions for all volunteer positions.
- b) Work with the Volunteer Coordinator and other staff to develop and run recruitment campaigns. This may include distributing advertising leaflets, radio appearances, attending events, giving small talks to groups etc.
- c) Ensure that all volunteers are fully trained according to agreed standards and procedures.
- d) Ensure that volunteers follow SSD procedures.
- e) Ensure volunteers are aware of other SSD services available by ensuring they are aware of the contents of our information leaflets and bulletins.
- f) Regularly encourage volunteers to feed back requests, needs and problems of the people they support and ensure these are followed up by the appropriate person or organisation.
- g) Encourage volunteers to suggest ideas for service improvement.
- h) Arrange periodic meetings with volunteers to monitor discuss their activity, share information and concerns, and answer questions.

4. Networking with other agencies and businesses to reduce isolation and promote social inclusion for visually impaired people.

- a) Liaise with other providers of befriending activities in order to provide shared services where appropriate.
- b) Represent SSD at the Derbyshire Befriending Network, where we are a member.
- c) Provide basic awareness raising and access 'tips' about visual impairment support for other befriending and social isolation related service.

- d) Promote the use of accessible community venues for any group meetings and activities.

5. Using I.T. to accurately record and monitor information.

- a) Collect data and monitor services so SSD is able to produce outcome information.
- b) Assist in preparing reports and data for internal and external monitoring requirements.
- c) Keep electronic records of service users, volunteers, partners and stakeholders.
- d) Work with colleagues to prepare leaflets and other promotional materials.
- e) Ensure that all SSD data, in whatever format, is recorded and stored in line with SSD policy

6. To actively promote the wider work of Sight Support Derbyshire assisting in the development of all its services and attending relevant events.

- a) Attend wider organisational events as agreed with your line manager, promoting the work of the specific project and also the other services offered by SSD and supporting organisational fundraising work.
- b) Contribute to the wider development of organisation.

7. General

- a) Ensure that the organisations equal opportunities policies are adhered to.
- b) Comply with SSD's Health & Safety Policies at all times.
- c) Undertake any duties which can reasonably be required as part of your employment with SSD.
- d) Ensure that your presentation and conduct is such that you present a good image of SSD at all times

PERSON SPECIFICATION:

ATTRIBUTES	ESSENTIAL/DESIRABLE
MANAGEMENT SKILLS	E – Able to effectively motivate and manage volunteers E – Able to self-manage workload to agreed timeframes
JOB/TECHNICAL & KNOWLEDGE SKILLS	E – Able to travel to and work in all areas of Derbyshire E - Proven experience of collaborative working with other organisations and agencies E – Able to carry out individual assessments in peoples own homes D – Able to use online applications for group sessions (Zoom, Microsoft Teams or similar) D – Knowledge of visual impairment (but full training will be given) D – Knowledge of Health & Safety legislation including lone worker policies
ADMINISTRATION & ORGANISATION SKILLS	E- Strong planning and organisational skills E– Detailed and accurate record keeping E- Able to gather & record service information E – I.T. literate, able to use Microsoft packages (particularly Word and Excel)
CHARACTER, STYLE, PHYSICAL ISSUES, ATTITUDE	E – Personable and able to get on with a wide range of people. E – Able to deal sensitively with visually impaired people. E – Open minded to all cultures and ways of life E – Work on own initiative E – Able to work to deadlines E – Exercise discretion and confidentiality E – Calm, flexible approach E – Strong team player D - Able to negotiate
COMMUNICATION SKILLS	E – Good personal presentation skills E – Good oral / written communication skills E – Good telephone skills E - Able to develop good links with other organisation.

REPORTS

No members of staff reports to this position but the role is responsible for up to 25-30 befriending volunteers.

LEVELS OF AUTHORITY

No authority to commit expenditure without prior approval.

OTHER INFORMATION

The Befriending Project Worker must be willing and able to travel across the city and county to assess potential service users in their own homes and to meet with volunteers. As regular travel is required, use of/access to a vehicle is essential (Access to Work for disabled applicants).

KEY TERMS OF EMPLOYMENT

HOURS	15 hours per week
HOLIDAYS	25 days + bank holidays pro rata, (after 2 years' service 1 additional days holiday will be given for each full year of service completed, up to a maximum of 30 days per year).
SALARY	£9,734 per annum for 15 hours (£24,3336 WTE, £12.48/hour) Pay award pending from 1 st April 2025
PENSION	4% employer contribution with a minimum 4% employee contribution period
NOTICE	4 weeks (following probationary period)
CONTRACT	Initially temporary contract to April 2026, but likely to be renewed subject to funding.