

Befriending Service Manager

Job Description and Person Specification

Note:

Waltham Forest Community Hub (WFCH) expects all its employees to have a full commitment to its Equal Opportunities Policy and acceptance of personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in service delivery. All employees are required to be DBS checked.

JOB TITLE: Befriending Service Manager

HOURS 28 hours per week

SALARY £30,000 FTE pro rata

RESPONSIBLE TO Charity Director

MANAGEMENT RESPONSIBILITY Volunteer Coordinator

Job Purpose

The Befriending Service Manager works as a member of a team within the organisation to manage the three projects that make up our befriending service as follows:

1. The **telephone befriending service** is commissioned by LBWF to support residents of Waltham Forest. It is a service for people aged 18 to 59 years old who are lonely and/or socially isolated and who may have difficulty leaving their home. The service aims to alleviate the effects of loneliness and social isolation, support people to continue to live independently in their own home and enhance quality of life through the support of a weekly telephone call from a volunteer. The service provides support and monitors well-being of clients to help clients regain confidence and independence.
2. **Community Coffee Morning** is a weekly honesty café funded by Mercers Company and offers a place to go for residents of Waltham Forest and provide an opportunity to socialise and meet new people to help reduce social isolation.
3. **Seniors' Lunch Club and activities** is a weekly lunch club for senior citizens aged 60 and over. Its aim is to reduce isolation and provide an opportunity for people to social and meet new people. We serve a home cooked lunch and organise activities and trips.

All activities will be undertaken in the context of the following aims of our charity:

- Developing a sustainable organisation that can meet the future needs of the community.
- Reducing isolation and improving wellbeing in those who are disadvantaged and vulnerable.
- Engaging and empowering young people to participate, grow and achieve.
- Strengthening the community of Waltham Forest by sharing our space, voice and expertise.

Duties and key responsibilities

- Overall responsibility of the Befriending Service.
- Overseeing all activities and manage day to day provision of the Befriending Service.
- Managing referrals as they come in, assessing each for eligibility to receive telephone befriending.
- Liaising with referrers to ensure referral pathways are clear.
- Signposting clients to other services as appropriate.
- Managing membership of the seniors' lunch club and community coffee morning. Overseeing and arranging all activities of both face-to-face clubs.
- Using IT systems to monitor the work of the Befriending Service.
- Gathering information; statistics and case studies to report on activities and report to the funder.
- Responsible for all safeguarding matters relating to the service.
- Attend training events to remain up to date on developments on the issues affecting isolated residents.
- Liaise with stakeholders, including LBWF and social prescribing team.
- To represent WF Community Hub at networking events.
- Monitor service provision KPI's and outcomes
- Work with the volunteer coordinator to ensure volunteers are inducted properly into the organisation; trained and are supported throughout their time with us.
- Oversee the recruitment of volunteers.
- Promote the service across Waltham Forest.
- Carry out any other duties consistent with the responsibilities of this post as requested from time to time by the Director.
- To support fundraising as required.

This job description is not exhaustive and may need to be reviewed and updated.

In common with all WFCH staff the post holder will:

- Ensure that all duties and responsibilities are fulfilled in accordance with the organisation's Health and Safety Policy.
- Comply with and promote the Equal Opportunities Policy.
- Undertake as directed such additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Demonstrable work experience in managing; developing and delivering a telephone befriending service. ▪ Experience working with senior citizens and vulnerable residents. ▪ Understanding the needs of clients. ▪ Understanding the needs of volunteers. ▪ Experience working in the community in a befriending capacity. ▪ Experience in line managing staff/volunteers. ▪ Understanding of the importance of supporting residents with mental health needs and the support they need. ▪ Understands the needs of the community within the local area. ▪ Experience in project management and delivery. 	
Special abilities/aptitude	<ul style="list-style-type: none"> ▪ Ability to listen and understand people's needs. ▪ Empathy with staff; volunteers and clients. ▪ Non-judgemental. ▪ Excellent organisational skills. ▪ Efficient in using basic IT software and social media ▪ Ability to communicate at all levels in writing and spoken. ▪ Able to work on their own initiative and plan workloads. 	<ul style="list-style-type: none"> ▪ Fundraising for projects/activities. ▪ Speaking community languages would be helpful.
Other job specific requirements	<ul style="list-style-type: none"> ▪ None. 	
Education and training	<ul style="list-style-type: none"> ▪ Child Protection and Safeguarding training. ▪ Specific knowledge and experience of the role. 	

Disqualifying Factors:

- Indication of sexist, racist, anti-disability, ageist, anti-gay, anti-lesbian, anti-transgender or any other attitudes inconsistent with the Centre's Equal Opportunities Policy.
- Evidence of insensitivity towards the needs of those facing Economic disadvantage.