

Befriending Service Project Worker Job Description



- Title:** Befriending Service Project Worker
- Hours:** 37.5 hrs per week, Full-time, 8 month Fixed-term contract
- Pay:** £10.26 per hour (equivalent to £20,000 per annum)
- Responsible to:** Befriending Service Manager
- Length of Contract:** 8 Months (fixed term due to funding)

Job Summary:

You will be joining a small and vibrant team at a time when our service is more important than ever and subject to constant adaptation due to the coronavirus emergency.

We have obtained funding to expand and develop our Befriending service, to meet the needs of Bristol residents through the next 12 months. This service was set up to meet the needs of people who are digitally excluded or unable to access our peer support groups during the COVID19 epidemic.

The service provides one to one peer support to people over 18 who self-identify as having a mental health issue and/or are having problems with social isolation which is affecting their wellbeing. The service is delivered through the training of volunteers who are assigned to individuals as befrienders.

Your main responsibility will be to help the Befriender Service manager develop the service, expanding the service to help more people. There will be 3 tiers of service by phone, online and in person one to one contact (likely a Walk & Talk service). You will be helping the Befriender service manager to ensure that the service operates effectively and smoothly; you will supervise volunteers; promote the service; network; and help deliver training and drive the service forward. You can expect a good amount of admin and ad hoc tasks, therefore you will need strong skills to prioritise, organise your workload effectively. The role will involve some flexible working.

Project Worker Core Duties & Responsibilities

1) Befriending Project Service delivery

- To assist the Befriending Service Manager with their duties
- Assisting in the training of new volunteers for the befriending service
- Matching the appropriate volunteers to members/service users for befriending
- Managing and supporting volunteers
- Providing supervision, support and feedback to volunteers
- Liaising with the Befriending Service Manager to ensure that the service operates safely and correctly, that volunteer levels are appropriate
- To handle safeguarding concerns appropriately, making judgements on the need for reporting where necessary (with support from Befriending Service Manager)
- You will be required to take on some befriending roles either by phone, online or face to face

2) Administration

- Ensuring that there is a healthy and safe environment at any face-to-face future sessions, supervision sessions and the office
- Helping to administer the befriending service including collecting and collating monitoring data
- Completing necessary paperwork
- To represent Changes as a member of the staff team, to use a Changes email address
- To communicate and report to the Befriending Service Manager with any concerns as well as monitoring information for charity reporting
- Attend weekly staff meetings
- Adhere to Data Protection law

3) Promotion / Publicity

- Promoting the service digitally on various social media platforms
- Networking with relevant organisations to expand awareness of the service (including GP surgeries, support workers, mental health teams & other charities across Bristol)

4) Other

- To work collaboratively with fundraising, media and the peer support service team, sharing responsibility for the achievement of jointly agreed objectives, as appropriate
- To maintain a good working relationship with other members of staff, volunteers and service users/members
- To represent Changes in a professional manner
- To keep up to date knowledge about the third sector in Bristol

- To assist other staff members covering holidays and sick leave
 - To complete tasks as directed by the Project Manager and/or Trustees as appropriate for the smooth running of the charity
 - From time to time you may need to help with the running of other aspects of the peer support service
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