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| **ROLE TITLE:** Befriending Facilitator | **REPORTS TO**: Service Manager Essex Befriends/ Community Services Manager |
| **RESPONSIBLE FOR:** Supervising Befriending Volunteers | **BAND:** **6** |
| **ROLE PURPOSE:** To support delivery of befriending services to reduce loneliness and social isolation of vulnerable adults in Essex |
| **Key Accountabilities** | **Key Activities / Decision Areas** |
| 1. **Operational Management, Service Delivery & Quality**
 | * Provide the initial contact with isolated older adults who require the support of a befriender. Assess their requirements, risk assess for suitability of matching with a volunteer befriender.
* Match befrienders with clients according to shared interests, location and availability.
* Monitor ongoing befriending relationships.
* Help befrienders to develop positive and supportive relationships with clients, within appropriate and clear boundaries.
* Coordinate project delivery on a day-to-day basis within area of responsibility
* Develop knowledge of activities and provision across a geographical area (‘quadrant’)
* Develop positive and effective working relationships with groups and providers across a geographical area
* Support the development of new groups and activities
* Support the recruitment and induction of befriending volunteers
* Support the development of new methods of engaging with people to help reduce social isolation and loneliness e.g. use of technology
* Support befrienders in providing feedback; collect and collate accurate data as required for effective monitoring of the Essex Befriends Project.
* Keep accurate notes and data on Charitylog database; acting in accordance with the Data Protection Act (2018)
* Support access of befrienders to training and group support sessions; offer individual support to befrienders as and when required.
* Develop and maintain relationships with key stakeholders including statutory and voluntary sector agencies
* Promote Essex Befriends by attending meetings, forums and community events and delivering workshops and talks
* Promoting Essex Befriends via social media, website and press releases.
* To carry out any other reasonable task as requested by the Chief Executive Officer
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| 1. **Quality Assurance**
 | * Participate in the development of quality standards and procedures to ensure the Essex Befriends service is provided in line with local, regional and national standards and best practice
* Regularly monitor delivery against quality standards and deliver improvement in service quality and performance
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| 1. **Monitoring & Evaluation**
 | * Support the development and use of outcome measurement tools
* Identify and collate evidence of the outcomes of service delivery
* Keep up to date with legislation, policies and best practice relating to befriending services
* Ensure all monitoring is completed on time and reported in an appropriate manner
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| 1. **Financial Management**
 | * Maintain accurate records of all relevant expenditure
* Comply at all times with the Financial Procedures
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| 1. **Health, Safety & Risk Management**
 | * Ensure full compliance with Health and Safety policies and procedures
* Ensure suitable procedures are being followed to safeguard the health and safety of volunteers and service users
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| 1. **Other**
 | * Keep updated, and work within operational policies and procedures; paying particular attention to Health and Safety, Lone Working, Safeguarding and Confidentiality Policies
* Act at all times with due regard to Equal Opportunities and Data Protection policies and standards
* Support and interact with Essex Befriends colleagues and others within the organisation, sharing information and updates on services and links made with communities
* Take responsibility for own self-development
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