

JOB DESCRIPTION

Job Title: BeFriend Worker	Salary: Level 1
Department: Customer Experience	Hours: 19.5 per week
Location: BHA Head Office, 55 Newtown Street, Duns TD11 3AU Agile working in place	Date: March 2025
Reports to: BeFriend Co-ordinator	Responsible for: The post holder has joint line management responsibilities for a team of volunteers.
Important Internal Relationships: The BeFriend Team, Neighbourhood Managers, Tenancy Sustainability Managers, Independent Living Team CX Team, Social Innovation Team	Important External Relationships: Scottish Borders Council Mental Health Older Adults Team, Berwickshire Association for Voluntary Service, Community Transport Providers, Local Area Coordinators and Community Grps

CONTEXT/JOB PURPOSE

The BeFriend worker is responsible for supporting the planning and facilitating of community befriending sessions, alongside the BeFriend Worker (community) managing resources for community befriending and assisting the BeFriend Co-ordinator in the promotion of the befriending service via social media channels, the production of publicity items and other forms of media.

KEY REQUIREMENTS

The BeFriend Worker is responsible for supporting all Team BeFriend colleagues with their lead responsibilities. The role will also assist with the processing of referrals, risk assessments and matching of befrienders with beneficiaries, and help promote the project in the community and networks of relevant organisations. The role will provide support and guidance/regular supervision to an allocated cohort of volunteer befrienders.

KEY RESPONSIBILITIES

Service Delivery and Management

1. Working with the BeFriend Team to recruit and train Befrienders so that they are equipped to provide a high quality befriending service for older people.
2. Working with the BeFriend Team to process referrals/enquiries from a variety of individuals/agencies and carry out a relevant assessment of risk when required and prior to matching a volunteer to a recipient older person.

3. The BeFriend Worker will support the BeFriend Worker (Community) and the BeFriend Worker (Dementia and Volunteer training) with their lead responsibilities
4. Working with the BeFriend Team to identify the skills of volunteer befrienders so that they can be matched with an older person who would directly benefit from those skills.
5. Assist in the development and support of volunteer befrienders so that they achieve consistent high standards of performance across the range of tasks required to deliver a befriending service successfully.
6. As directed by the Co-ordinator, support befriendees who have not been matched with volunteer befrienders.
7. Assist the BeFriend Team in the promotion of the project in the local community and within networks of relevant organisations.
8. Assist the BeFriend Co-ordinator to publicise the befriending service across all aspects of media, co-ordinate the sourcing of promotional items and clothing.
9. Work in partnership with external organisation, as required, and as directed by the Co-ordinator.
10. Prepare and produce documents, letters, emails and other documentation for the project as required.
11. Ensure all money handling procedures are followed correctly and accurate records are maintained.
12. Assist in the collation and presentation of reports and KPIs using the templates provided, as required by the Co-ordinator.
13. To participate in meetings and attend training as required and mandated.
14. Assist with the updating and management of the project database.
15. Deal with general enquiries regarding the project.
16. Carry out administration duties as required.
17. Any other relevant duties as required.

Teamwork

18. Contribute to the overall success of Team BeFriend through effective collaboration and understanding of needs across the service.
19. Working with others, generate new ideas and ways of working to improve the service.

Organisational Expectations

20. At all times to work within BHA's policies including Equal Opportunities, Health and Safety, and Confidentiality. Observe the requirements of the Data Protection Act, GDPR and Health & Safety legislation.

PERSON SPECIFICATION

	Essential	Desirable
<p>Experience and Qualifications</p> <ol style="list-style-type: none"> At least 6 months relevant experience of supporting group activities for older people. Experience of working with volunteers, either in a paid or voluntary capacity. Experience of developing social media/media content for an organisation and associated promotional materials Able to work flexibly, including some evenings, Saturdays, and travel to different locations in the Borders. Hold a full driving licence and be able to provide own transport when required. Experience of driving a minibus or a willingness to undertake the necessary training to drive a minibus. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p>Knowledge</p> <ol style="list-style-type: none"> Able to demonstrate an understanding of and commitment to diversity and equality. Experience of risk assessment procedures. Local knowledge and networks. 	<p>✓</p>	<p>✓</p> <p>✓</p>
<p>Skills/Abilities</p> <ol style="list-style-type: none"> Sound administration skills, including good working knowledge of MS office and with proficiency in the use of Word, Excel, Outlook, PowerPoint, and Teams. Excellent time management skills. Able to promote the project in the community and confident when networking with other organisations. 	<p>✓</p> <p>✓</p> <p>✓</p>	

4. Experience of working to deadlines and meeting targets.	✓	
Communications Skills 1. Excellent communication and interpersonal skills.	✓	