

RECRUITMENT PACK



**BeFriend
Worker**
(Dementia &
Volunteers)
Part-time



www.berwickshirehousing.org.uk

TABLE OF CONTENTS



Message from CE 03

About BHA 04

Our Vision & Values 05

About the Role 07

About You 09

What We Offer 11

How to Apply 12

A Warm Welcome from Our Chief Executive, Michelle Meldrum

Thank you for taking the time to explore this opportunity with Berwickshire Housing Association (BHA) and our BeFriend service.

At BHA, our vision is simple yet powerful, **“To Realise the Power of Home.”** For us, home means more than just bricks and mortar - it's about belonging, security and the foundation for a good life. We believe everyone deserves a high-quality, safe and affordable home, and we're proud to play a part in making that a reality for our customers and communities. Through services like BeFriend, we extend our vision beyond housing, helping people feel supported, valued and part of their community.

Joining BHA means becoming part of a team that is passionate about making a meaningful difference. Here, your work will directly contribute to helping people live well and stay connected.

Our culture is shaped by our values. They're not just statements on a wall - they guide our decisions, define how we treat one another, and help us deliver the kind of experience our customers and colleagues deserve.

These values are the foundation of a culture where colleagues feel included, empowered, valued and psychologically safe - where your voice matters and your perspective is welcomed.

In this recruitment pack, you'll find everything you need to know about the role and the excellent benefits of working at BHA.

So, take a closer look at who we are, what we value, and what we're building. If it resonates with you - we'd love to hear from you.

Good luck - and we hope to welcome you to the team!

Michelle Meldrum



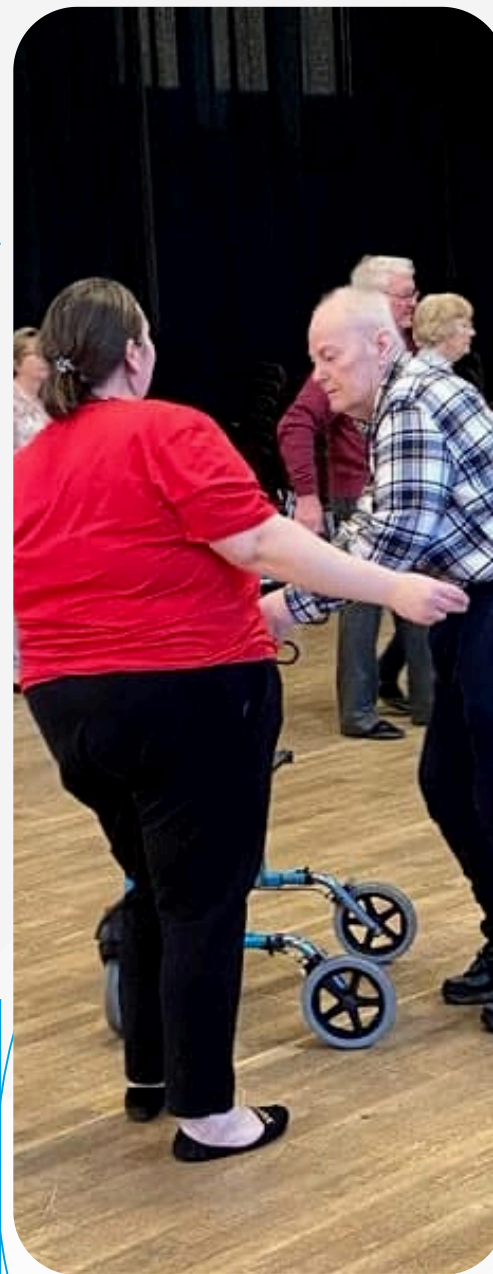
About BeFriend

What We Do

BeFriend is a befriending service supported by the National Lottery Community Fund Scotland and Berwickshire Housing Association (BHA).

The service helps people living in Berwickshire and Kelso who are over the age of 65, to maintain social connections and engage with their local communities.

BeFriend offers telephone befriending, 1-to-1 visits as well as community events and trips.



Our Vision

and Values

BHA's vision **"To Realise the Power of Home"** places our focus very much on the importance of home which goes beyond bricks and mortar.

We believe everyone has the right to a high quality, safe and affordable home and a good quality of life.

BeFriend brings this vision to life by supporting older people to stay socially connected, build relationships and reduce loneliness. Through this work, BeFriend helps individuals feel supported, and confident to remain living independently for longer in their own homes.



Brilliant Basics

- Doing what we say we'll do.
- Communicating well.
- Taking a person-centred approach in our dealings with both customers and colleagues.
- Taking ownership and accountability.



Embrace Change

- Actively supporting and embedding change.
- Being flexible and adaptable.
- A commitment to continuous improvement and actively seeking best practice.



Learn & Grow

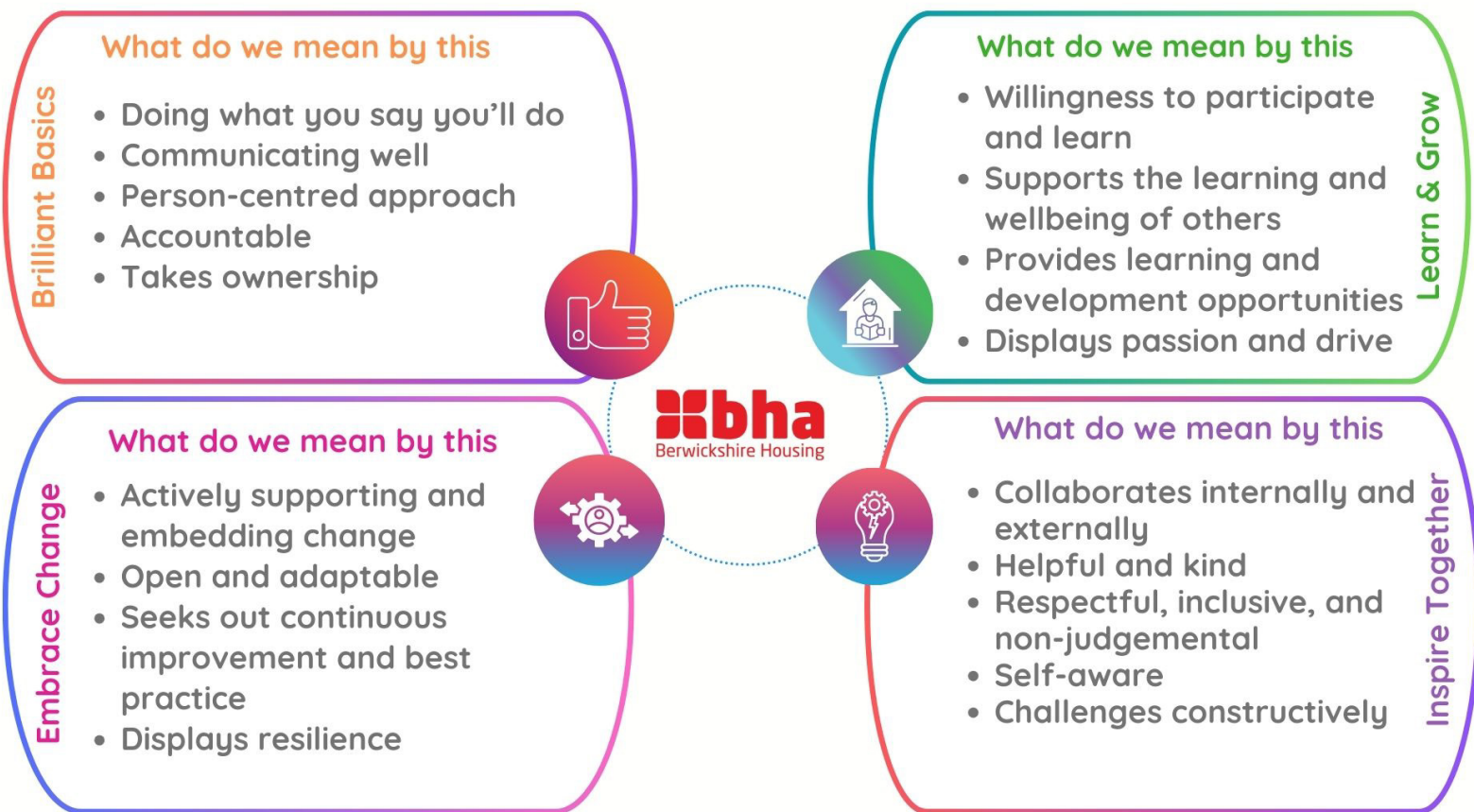
- A willingness to participate and learn.
- Support the learning and wellbeing of others.
- Providing learning and development opportunities.



Inspire Together

- Collaborate internally and externally.
- Being approachable, helpful and kind.
- Being non-judgemental, displaying emotional intelligence.

Colleague Behavioural Map



About the Role

As a BeFriend Worker, you'll provide a high quality befriending service to people over the age of 65 living in Berwickshire and Kelso.

Reporting to the BeFriend Co-ordinator, you'll assess older people in the community who are living with dementia and are isolated, to provide BHA's befriending service or refer them external services which might be able to help.

Working with the coordinator, you'll lead on managing, training and expanding the team of volunteers who provide one-to-one befriending.

You should be enthusiastic about promoting BeFriend in the community and be able to speak confidently about BHA/BeFriend and what they have to offer.



Key responsibilities



Brilliant Basics

Doing what we say we'll do, communicating well, taking ownership and accountability.

- Process referrals and conduct risk assessments before matching volunteers with older people.
- Maintain accurate records and databases for the befriending service.
- Prepare reports and KPIs to deadlines.
- Ensure money handling procedures and documentation are correct.
- Manage communications such as enquiries, letters and emails.
- Work within policies such as GDPR, Equal Opportunities and Health & Safety.

Key responsibilities



Learn & Grow

Willingness to learn, supporting others' development and wellbeing.

- Lead development and delivery of volunteer training.
- Support volunteers to reach consistent standards.
- Develop dementia awareness among volunteers.
- Participate in meetings and training.
- Support volunteer growth and confidence.



Embrace Change

Supporting and embedding change, flexibility, continuous improvement and best practice.

- Develop and improve volunteer training programmes.
- Lead dementia awareness development across the service.
- Generate new ideas and ways of working to improve the service.
- Support service development with the Co-ordinator.
- Participate in training and organisational development.



Inspire Together

Collaboration, kindness, emotional intelligence, teamwork.

- Work closely with volunteers and befriendees.
- Collaborate with internal teams (Neighbourhood Managers, Independent Living Team, CX Team).
- Partnership with external organisations such as community groups and mental health services.
- Plan and facilitate community befriending sessions.
- Support volunteers and maintaining relationships.

About You

Experience

Essential

- At least 6 months relevant experience of working with volunteers either in a paid or voluntary capacity.
- At least 1-year relevant experience of working or volunteering with older people who are living dementia.
- Experience of development and delivery of training resources for both groups and individuals.
- Hold a valid driving license and be able to provide own transport.

Desirable

- Experience of working or volunteering with statutory services.
- Experience of driving a minibus or willing to undertake relevant training to drive a minibus.

Knowledge

Essential

- Able to demonstrate an understanding of and commitment to diversity and equality.

Desirable

- Experience of risk assessment procedures – assessing risk and developing risk assessments.
- Local knowledge and networks.

About You

Skills

Essential

- Sound administration skills, including good working knowledge of MS office and with proficiency in the use of Word, Excel, Outlook and PowerPoint.
- Excellent time management skills.
- Able to promote the befriending service in the community and confident when networking with other organisations.
- Experience of working to deadlines and meeting targets.
- Able to work flexibly including some evenings, Saturdays and travel to different locations.

Communication Skills

Essential

- Excellent communication and interpersonal skills.

How to apply

To apply, visit www.berwickshirehousing.org.uk/careers and click the 'Apply Now' button on the page.

You must complete an application form to be considered for any of our vacancies, we do not accept CVs.

We are looking for you to evidence and demonstrate within the personal statement section of the application how your values align with BHA's values, and what skills and experience you can bring to the role.

If you have any difficulties applying for the vacancy on our website, please call **0800 652 8104** and request a call back from **Lynne Bryce, People & Culture Lead**.

For an informal chat regarding the post, please call **0800 652 8104** and request a call back from **Kerry Hague, BeFriend Coordinator**.

Good Luck!

Key dates

Closing Date:

Friday,
24th April 2026
at 12 noon.

Interview date:

Tuesday, 5th May