



Job Description: Befriending Coordinator

Reports to: Community Activities and Centre Manager

Direct Reports: Befriending Volunteers

Salary: £12, 916 for 17.5 hours a week (FTE £25,832)

Working Hours: Part-Time, 17.5 hours a week

Location: 28 Commercial Street, London, E1 6LS.

Flexible working will be considered.

Contract Permanent



These are some of our community centre members, enjoying a shared festive meal and celebrations in December 2019

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Job Description: Befriending Coordinator

A Letter from a Befriending Volunteer

Dear Candidate,

A befriending coordinator would need to be sensitive to the many different needs of the full range of people the service caters for and be able to think of ways to tailor things to individuals, hopefully while still keeping it inside of some sort of boundary - sounds tricky to me, but doable!

They'd also need to be able to coordinate a team of volunteers who all come from totally different backgrounds and work/learn in different ways, in a way that shows gratitude for the work volunteers do without losing the ability to keep them in line ('send your reports in post-call, be patient, probe for unspoken needs' etc).

I have loved working with Denise because she's friendly and humble, she loves the simple things in life like cooking and popping to the shops, and she's funny. She's had an interesting life which I've learned about over the last few months and she is interested in the lives of others too.

It has given my lockdown some structure to talk to her twice a week, and helped me to feel useful in a time when many of us felt helpless and a bit frightened. It has been a real joy.

The Toynbee team are fantastic. They run trainings and support sessions for volunteers which means we don't feel like we're managing that relationship with the service user all on our own, they're fast at responding to emails, they're friendly and really non-hierarchical, but you still know you must do the things you're meant to, like filling in the post call report.

They've been conscientious of our time as volunteers in their communications and really great to work with as a result.

Best Wishes,

Sam, Phone Befriender to Denise since April 2020



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A Letter from a Community Member Who is Being Supported by a Befriender

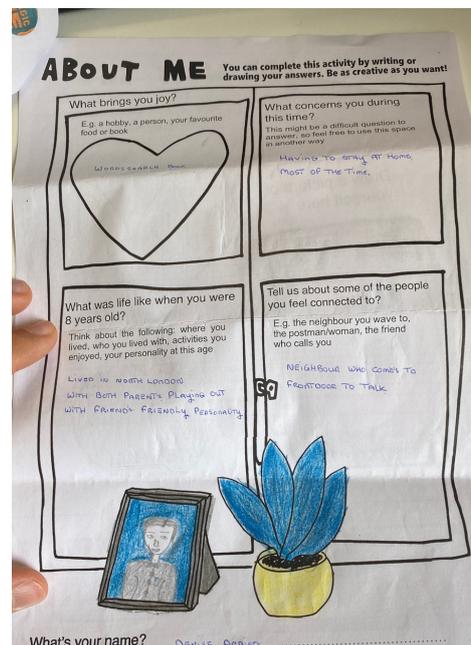
To Whom It May Concern,

It has made a difference, helping me to talk on the telephone. It's been helping me by talking to Sam by telephone. I wasn't really with anyone during lockdown, just mainly on my own, so I only spoke to people on the telephone.

Sam's friendly and talkative, she seems a nice person. I'd like Sam to carry on phoning as I find her interesting to talk to. I haven't met her in person but the way she talks, it keeps me interested.

She's very friendly and helpful and she got Toynbee Hall to send me colouring and face masks. I like the colouring in, it passes the time. Its been nice to meet someone new and I wouldn't have met her otherwise.

Denise, 62, Phone Buddy of Sam since April 2020





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A Letter from the Community Activities and Centre Manager

Hello there, my name is Miry and I will be your line manager.

Before the pandemic, my job was all about the Wellbeing Centre - our inclusive and vibrant community centre, full of different people and fun activities. We loved coming together to do yoga, play Bingo, learn about history, share food, and sometimes even dance.

When we had to close our doors back in March, my main worry was - *'what will happen to all those people who come to the Wellbeing Centre for company, friendship and positivity?'*

The pandemic highlighted everyone's feelings of loneliness and isolation, but so many people in our community have experienced these feelings well before the new world of Covid 19. So we decided to create new relationships with the little resources and freedom that we had, and recruited over a hundred volunteers to call people in our community on a regular basis.

And now that we're coming out of lockdown, yet remain unsure of what's in the future - one thing is certain: these relationships have provided a lifeline to people, and we want them to carry and expand beyond the the era of the pandemic.

This is a job that involves a lot of problem solving, people skills and quite a bit of administrative organising. There will always be new problems raised, new issues to resolve. You are the go between the community members and volunteers, and you need to find way to support them to maintain and grow these relationships.

Volunteers are lovely, they give their time for free to help people in need, and you need to ensure they feel engaged and happy in their role whilst also providing us with the needed information.

You will need to escalate problems to the correct team member. It may be a lot of information to learn in a short space of time, but the team are super helpful and friendly, and we will help you get up to speed.

Good luck!
I look forward to you joining the Wellbeing team!

Miry
Community Activities and Centre Manager





Job Description: Befriending Coordinator

Job Purpose & Overview:

The Befriending Coordinator will look after our community volunteering projects: Phone Befriending and Digital Buddies.

Through our phone befriending project 82 isolated people get weekly phonecalls from a befriending volunteer. Matched according to shared interests these befriending relationships have been a lifeline for people who otherwise would have found lockdown incredibly lonely.

Digital Buddies is a much smaller project working with less than 10 older people, supplying technology and access to the internet, alongside matching with a digital buddy who will support them to explore their individual interests online over a six month period. This could be through watching the opera together, doing yoga classes on zoom, or playing online escape the room challenges – they'll also support older people to take control of things like prescription ordering, or video chats with relatives dependent on what the older person identifies as being the thing that will make the greatest difference to them.

The Befriending coordinator will manage these relationships – making sure that the volunteers that are a part of the programme feel supported, and keeping records of what they are doing in their volunteering. They will also monitor how the people being supported are by reading the reports volunteers complete at the end of each contact and elevating anything worrying to their manager.

Our volunteers and the people they are supporting are reflective of the community around Toynbee Hall. In order to be able to effectively support volunteers we need a Bengali speaking person in this role.





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Job Responsibilities and Accountabilities:

A) Support Volunteers to:

1. Provide a consistent, committed positive relationship with an isolated local person
2. Keep daily records that support safeguarding of everyone involved in the project
3. Identify ways to maximise the positive impact of their volunteering & record that impact
4. Feel confident and supported in their role
5. Connect with and learn from each other

B) To support isolated people of East London by:

1. Providing support, development and training to volunteers with the support of the Community Activities & Centre Manager, so the people they support have the best possible experience
2. Helping volunteers identify where they can signpost older people to for support and referring to other Toynbee Services where appropriate
3. Feeding back peoples experiences to the Policy and Research Team as appropriate.
4. Constantly looking at ways to improve isolated people's experiences of the volunteering programme

C) To administer the project by:

1. Ensuring that all contacts are recorded appropriately on our database
2. Producing monthly monitoring reports on the befriending service
3. Actively supporting evaluation of the project by circulating surveys, supporting volunteers to collect isolated peoples experiences, and having contact with isolated
4. people yourself to check on their satisfaction with the programme
5. Ensuring the administration and record keeping for the projects is up to date

General:

1. Engage with and, where appropriate/agreed, lead the relationships with key partners in the sector
2. Build good working relationships across the organisation
3. To undertake any other appropriate responsibilities that may arise

Managing Yourself:

1. Work to an agreed annual work-plan meeting targets and milestones
2. Prioritise and manage your own workload
3. Take responsibility for your personal development and seek out opportunities for support and development



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Key Knowledge and Skills Required:

	Essential	Desirable
Experience supporting people to organise themselves, communicate and keep records	x	
Ability to quickly read and digest feedback and identify risks/ concerns that need communicating to managers	x	
Excellent record keeping skills and attention to detail	x	
Excellent organizational skills and the ability to multitask	x	
Excellent communication skills both orally and in writing	x	
Confidence using CRM systems	x	
Excellent IT skills, Microsoft Office,	x	
Ability to be empathic and supportive to volunteers and isolated people.	x	
Good appreciation of safeguarding, health and safety in the workplace, data protection principles and equal opportunities	x	
Ability to speak Bengali	x	



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About the Organisation:

Training

Toynbee Hall provides all necessary induction and training, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications. All employees will receive regular support and supervision.

Volunteers

Volunteers are at the heart of Toynbee Hall's work. The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

Monitoring and Evaluation

Toynbee Hall takes an outcomes and theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.





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How We Score and Shortlist Applications:

We score applications without the front sheet, so we don't know any personal details about candidates before interview – all the shortlisting panel see is your previous experience, qualifications and your personal statement. The personal statement is by far the most important part of the application. We use a score sheet to fairly shortlist applicants. Basically we score against each point of a personal specification separately. You get 0 points if you don't mention it at all up to 3 points if your answer is amazing.

The best way to ensure your application scores well is to use the star technique. So for each point on the Personal Specification give an example of when you've done it. STAR stands for:

- Situation (what was happening)
- Task (what you were supposed to do)
- Action (what you did)
- Result (what was the result of your work)

The easiest way to score highly is to cut and paste the personal spec and then write one or two examples under each heading to show you've done that before. If you haven't done exactly that thing, but think you've demonstrated the skills you'd need somewhere else in your life mention that too, you don't just have to think about work experience, anything you've done across your life counts. Doing all of them in order makes it so much easier for us shortlisting, we often have lots of applications to get through – so it's really appreciated if you make it easy for us to score you well. Make sure you mention any item on the personal specification that has essential against it, even if it seems obvious to you that you'd have it.

Three different people will independently and without discussion score your application. Then once this is done they will meet to discuss and aggregate their scoring and agree who they want to meet. Normally the highest scoring candidates will be invited to interview.

If you are invited to interview you will be given information about the format of the interview, any task you'll need to complete, and who will be on the panel in advance. You will also be asked if there are any adjustments you would like us to make to give you the best possible chance to do well. Please let us know how we can support you to be as comfortable as possible in the interview environment.



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A Recruitment Timetable:

Deadline for applications is 5pm on Monday 5th of October.

Shortlisted candidates will be notified and invited to interview on Friday 9th of October.

Interviews will take place on Tuesday 20th of October.

These will include a panel interview with Toynbee Staff team, and a panel interview with befriending volunteers.

Interviews are likely to be online, and the all details you'll need will be sent in advance.

If there are any adjustments we can make to give you your best chance to shine in the interview, please let us know at this stage. We'll do our best to accommodate all reasonable requests.

Successful candidate will start work as soon as possible.