



Befriending Services Manager Job Description

TITLE: **Befriender Service Manager**

LOCATION: Changes Bristol Office
Barton Hill Settlement
43 Ducie Road
Lawrence Hill
Bristol, BS5 0AX

Work will also take place remotely at sites where services
Are provided

HOURS OF WORK: **37.5** hours per week

5 days a week usually Monday to Friday. Some flexible
working will be required including occasionally evening and
weekend working.

SALARY: £25,000 Full-Time 1 year fixed term contract 37.5 hours per
week.

RESPONSIBLE TO: Project Manager

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. Training, supporting and managing volunteers is a key aspect of the role.

Your main responsibility will be to take over the existing befriending service and help design and implement a large expansion of the service providing befriending through the use of phone, online and in person one to one contact (likely a Walk & Talk service). You will ensure that the service operates effectively and smoothly; you will supervise volunteers and staff; promote the service; network; and organise/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 and delegate when needed. The role will involve some flexible working.

CORE RESPONSIBILITIES AND DUTIES

1.1) Delivering the Changes Befriending Service

- To manage the Befriending Service effectively
- Develop and expand the Befriending service
- Match and support befrienders with service users/members
- Recruit, train, manage and support volunteers
- Ensure the service is delivered correctly, empathetically, safely and professionally
- Manage service user/member issues (complaints; feedback; involvement)
- Recruit volunteers and placement students
- Arrange venue hire if required
- Manage Volunteer expenses and other project costs
- Manage project workers delivering the service
- Be responsible for Safeguarding matters for the service and report concerns to the Project Manager
- Publicise the service through digital platforms and networking as required
- Prepare monthly statistics and reports for the Project Manager
- Help in the recruitment, management and development of project workers.
- To work in a manner that facilitates inclusion
- Assisting with maintaining and developing relationships with partner organisations
- General networking
- Attending awareness events

1.2) Other Changes Service Provision

- Manage other associated Changes services as directed by the Project manager
- Be a part of the management team
- Attend weekly Team meetings
- To work collaboratively with fundraising, media and the peer support service team, sharing responsibility for the achievement of jointly agreed objectives, as appropriate.
- Help to manage social media platforms
- Deliver reflective practice for befrienders
- Manage new service development as agreed by the Trustees

1.3) Monitoring Data

- Ensure monitoring data is collected and input for the service and ensuring this is up to date and presented to the Board/Project manager
- Manage evaluation data for projects
- Ensure member databases and equalities data is up-to date
- Manage survey questionnaires and feedback forums
- Ensure the appropriate administration for the service is maintained

1.4) Volunteer Training and Support

- Organise and administer Befriender training for volunteers
- Review the training and update as necessary
- Arrange external training for volunteers when needed
- Ensure support and supervision sessions are carried out in accordance with charity guidelines and best practice
- Ensure the necessary references and DBS checks are completed
- Assess training and support needs
- Ensure effective communication with volunteers
- Keep personnel files up to date
- Liaise with volunteers
- Supervise and train office volunteers and placement students as required

1.5) Office Duties

- Provide cover for other members of staff during holiday periods, illness etc
- Answer phone enquiries and deal with visitors to the charity
- Answer emails and assist with the general office email accounts in a timely manner
- Send relevant emails and communications to the Project manager
- Administer and update the website
- Send out leaflets to organisations and individuals
- Continue with the updating of digital media including the website
- Assist with the the monthly newsletter

1.6) Reporting Duties

- Provide monthly reports to the Board of Trustees and provide any information they require to ensure the service is running properly
- Log incidents, critical incidents and complaints and reporting these incidents to the Project manager
- Ensure Safeguarding issues are reported and logged
- Input and authorise necessary financial transactions
- The post will be line managed by the Project manager who will require various updates and reports as necessary for the running of the charity

Other Responsibilities

To keep up to date knowledge of the third sector in Bristol and the surrounding area

To keep up to date knowledge of Mental Health provision in the Bristol and South Gloucestershire area

To work with the Project Manager and Trustees to coordinate future development of Changes Bristol

To undertake any tasks and other duties deemed appropriate by the Trustees and/or the Project manager

To maintain good working relationships with other members of staff and volunteers

To represent Changes Bristol in a professional manner