



Befriending Service Co-ordinator

Job Description

Role: Co-ordinator, Befriending Service

Location: Black Isle Cares office at the Fortrose Leisure Centre. Travel around the Black Isle required

Salary: £22,750 pro rata

Hours: 10 per week

Pension: NEST – Workplace pension

Reports to: Vice Chairman or other nominated Trustee

Annual Leave: 28 days pro rata (inclusive of public holidays)

About Black Isle Cares (BIC)

Black Isle Cares was established as a charity in 2015 to identify the needs of the more vulnerable members of our communities and to support the delivery of services, increase provision and empower our local people to remain in their homes longer and enjoy a more inclusive and healthier lifestyle.

BIC currently provides a Meals at Home service, a Befriending Service, runs a community garden project, a Sharing Shed, and delivers intergenerational work. Having an established client group who are predominately in the older age group, we fully recognise that the issues of isolation and our rural geography can have a significant impact on the well-being of our communities.

Responsibilities.

The Co-ordinator is responsible for the day-to-day operation of our Befriending Service. Black Isle Cares Befriending, in partnership with Highland Hospice Helping Hands, reduces feelings of chronic loneliness felt by people who would benefit from social contact. The Befriending Co-ordinator meets individually with potential clients and volunteers. They match up the befrienders and provide ongoing support to volunteers. They are responsible for promoting the service by producing and sharing information, developing opportunities for new befrienders including younger people, monitoring and evaluating the service, and liaising with the Hospice.

Duties include:

Co-ordination of client referrals, completion of registration documents to collate client data and requirements.

Interviewing clients and volunteers and matching befrienders to befriendees.

Recruitment, retention, co-ordination, and support of volunteers for the Befriending Service. Linking to training provided by the Highland Hospice.

Maintaining up-to-date records of clients and volunteers, including details of training, PVG status, etc

Responding to volunteer and client enquiries and addressing issues.

Co-ordinating volunteer meetings and other events, harnessing volunteer skills.

Maintaining links and referrals to external organisations as appropriate.

Managing on-line and paper filing systems, maintaining files and ensure accurate record keeping.

Developing and distributing marketing material e.g. leaflets, posters.

Preparing articles for BIC newsletter, updating social media platforms and website maintenance.

Sourcing purchasing and maintaining stationary, equipment, volunteer and other relevant supplies.

Upkeep of office e.g. cleaning and arranging required repairs.

Preparing regular reports for trustees.

Ensuring personal development by identifying training needs in order to meet needs of post.

Ensuring confidentiality is maintained and respected within Black Isle Cares Projects.

This list is not intended to be exhaustive, and you may be asked to perform other duties to support the delivery of the organisation's services.

Qualifications, Training and Experience	Essential	Desirable
Experience of working with volunteers	E	
Knowledge of Data Protection Legislation and good practice		D
Knowledge of the Third Sector		D
Competencies		
Excellent communication and interpersonal skills	E	
Good organisational and IT skills appropriate to level of role	E	
Ability to problem solve, prioritise tasks, meet deadlines and delegate effectively	E	
Proven ability to work effectively with partnership agencies	E	
Personal Qualities		
Committed, effective and co-operative	E	
Open and empathic	E	
Self-motivated and with the ability to motivate others	E	
Flexible and responsive approach with ability to adapt to meet the needs of the organisation	E	
Commitment to equal opportunities and anti-discriminatory practice.	E	
Commitment to ensure confidentiality is maintained at all times and promoted across all projects.	E	
Special Requirements		
Ability to travel within the Black Isle area	E	
A full driving licence and access to a car	E	
Workplace flexibility between home and office		D

Enquiries to: admin@blackislecares.com

Black Isle Cares, Black Isle Leisure Centre, Deans Road, Fortrose, IV10 8TJ

Telephone: 07548 343375

Application process

Post advertised from the 5th May 2023.

You are welcome to apply for both the Befriending and Meals at Home Co-ordinator posts together, or either alone. If applying for both posts you only need to complete one application form, making It clear you are applying for both posts.

To apply please complete an application form and return by **Thursday 25th May 2023 at 12 noon.**

Appointment is subject to a successful Protection of Vulnerable Groups Scheme Record and use of own car is essential.

Please note that **interviews will be held week beginning 29th May** in the Black Isle Cares office in Fortrose.

Candidates being invited for an interview will be notified by the **26th May.**

Applications should be emailed to admin@blackislecares.com or sent to:

Projects Co-ordinator
Black Isle Cares
Black Isle Leisure Centre
Deans Road
Fortrose
IV10 8TJ

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