

## **JOB SPECIFICATION**

(Post Ref: PR109)

**Job Title: Carers Befriending Co-ordinator**

**Line Manager: Team Leader (Carer Engagement)**

**Salary Scale: SCP20 £26,446 (Actual £15,868)**

**Location: Carers Leeds Office with the option of hybrid working**

**Hours: 21 hours (to include Monday & Tuesday)**

### **Main responsibilities and duties:**

This role will work with our existing carers befriending co-ordinator to increase capacity in carers befriending project at Carers Leeds. The project offers both face to face and telephone befriending.

### **Volunteers**

- To be responsible for recruiting and supervising a team of volunteer befrienders.
- To ensure volunteers receive a high standard of training and regular support.
- To keep the team of befrienders engaged and motivated.
- To support the befrienders through changes in the match / match endings.
- To ensure that boundaries are communicated and understood by all parties, including that the service is time-limited.

### **Carers**

- To assess carers for the service and organise the most appropriate match. This includes carrying out the befriending assessment and match meeting in the carers own home if they are housebound.
- To deliver a service which is accessible to the diverse range of carers in Leeds.
- To offer a choice of face to face or telephone support.
- To review the match regularly.

### **Project**

- To manage the project budget, including volunteer expense claims.
- To input into the development of our overall volunteer programme.
- To work with colleagues to promote the project both internally and to other organisations.
- To use Carers Leeds systems to ensure that carer and volunteer records are maintained.
- To ensure that monitoring reports are completed and service evaluation carried out in a timely manner.
- To support Carers Leeds to increase the number of carers receiving digital support.
- To be involved in the wider Carers Leeds offer to carers.
- To attend weekly meetings with the existing befriending co-ordinator.

## Core Values & Behaviours:

At Carers Leeds we are one team, working together to benefit carers. We have a shared set of values and behaviours which guide everything we do. **Values** are the things we believe are important at Carers Leeds. **Behaviours** are what we expect staff, trustees and volunteers to do, to enact our values. These values and behaviours apply to how staff, trustees and volunteers interact with each other and the way we work with carers and external partners.

These values and Behaviours are continually reinforced from induction through supervision and team meetings.

- **Integrity** – we are honest, fair and speak up
- **Accountability** – we do what we say we will and take responsibility for our actions
- **Inclusion** – we value differences and take action to reduce exclusion
- **Respect** - we value and listen to each other
- **Excellence** - we continually improve through listening, learning and innovation
- **Kindness** - we are friendly, caring, and considerate
- **Empowerment** - we support, trust, and promote empowerment to make a difference

## Respect for service user Confidentiality

The jobholder should always respect service user confidentiality and not divulge information unless sanctioned by the requirements of the role

This post is subject to a satisfactory DBS check

## Person Specification

***Applicants for this role should use your application form to show that you meet all of the essential criteria outlined in the person specification for the position. If you fail to demonstrate this, or are unable to meet the criteria, it is unlikely you will be shortlisted for an interview for this post.***

	<b>Knowledge and Understanding</b>	<b>Essential/ Desirable</b>	<b>How identified Application / Interview</b>
1.	Experience of recruiting and managing volunteer befrienders	Essential	A/I
2.	Broad understanding of issues faced by unpaid carers	Essential	A/I
3.	An understanding of safeguarding in relation to vulnerable adults	Essential	A/I
4.	An awareness of local services in Leeds	Desirable	A
5.	An understanding of loneliness and social isolation	Essential	A/I
6.	Good conversation and listening skills	Desirable	A

7.	Experience in managing projects	Essential	A
	<b>Skills and Competency</b>		
8.	Ability to confidently use IT systems such as Office 365	Essential	A
	Ability to follow an assessment process	Essential	I
9.	Ability to manage the project budget & expense claims	Desirable	A/I
10.	Good level of organisational and time management skills	Essential	A
11.	Ability to create and deliver monitoring reports	Essential	A
12.	Excellent communication skills, verbal and written	Essential	A/I
	<b>Behaviour and Personal Attributes</b>		
13.	Can demonstrate the behaviours which align to Leeds Carers values	Essential	A/I
14.	Ability to demonstrate confidentiality	Essential	A
15.	Be able to work as part of a team as well as on your own initiative	Essential	A/I
16.	Ability to work to deadlines	Essential	A

*If you have any questions regarding the role then please contact Nikki Pattinson  
[nikki.pattinson@carersleeds.org.uk](mailto:nikki.pattinson@carersleeds.org.uk) (Recruiting Manager)*