Job pack
Befriending Service Project Worker
Dear Applicant

Re: Befriending Service Project Worker

Thank you for your enquiry in response to our advertisement for the above position. I have pleasure in enclosing the following:

- Background to the post
- Job description and Person Specification
- Background information about Age UK Bromley & Greenwich
- Application form
- Diversity monitoring form

Candidates shortlisted for an interview will be contacted by email and or telephone so please include an email address and mobile telephone number or any other telephone number where you can be reached. Please note that we do not accept CV’s.

We only contact applicants who are shortlisted for an interview. Therefore, if you have not heard from us by Friday 2\textsuperscript{nd} March 2018 you should presume that on this occasion your application has not been successful.

I look forward to receiving your completed application form no later than 5pm on Wednesday 28\textsuperscript{th} February 2018. The Interview date is to be confirmed.

Thank you for your interest in this role.

Yours sincerely

Mark Ellison

Mark Ellison
Chief Executive
BACKGROUND TO THE POST

BromleyWell

Age UK Bromley & Greenwich has been recently commissioned by London Borough of Bromley and Bromley Clinical Commissioning Group to deliver personalised support to Bromley’s older and adult residents.

This is an exciting opportunity to be part of a refreshingly new approach to supporting people who may have needs as a result of having long-term health conditions, age related fraility, learning disabilities, mental health and physical disabilities. This would also include support for carers including younger carers and assisting adults who may be experiencing barriers to employment and training. This innovative project will deliver new choices for local people to help them maintain their health and wellbeing as well as their independence.
Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Befriending Service Project Worker</th>
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<tbody>
<tr>
<td>Accountable to:</td>
<td>Befriending Service Project Co-ordinator</td>
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<tr>
<td>Reporting to:</td>
<td>Befriending Service Project Co-ordinator</td>
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**JOB PURPOSE:**
To implement the different elements of the Befriending programme working alongside Community Volunteers Time Bank to alleviate social isolation and loneliness.

**MAIN DUTIES AND RESPONSIBILITIES:**

- To work with the Community Volunteers Time Bank to provide one to one befriending and companionship services
- To establish community hubs where people can meet and engage in activities
- To facilitate social activities and other interest based activities from the newly formed hubs.
- To promote, develop and facilitate the use of ‘pooled’ personal budgets for affordable outings.
- To carry out a written risk assessment of the environment where the hubs will take place and to risk assess outing venues and ensure suitable disability access.
- To establish telephone befriending hubs creating a “circle of friends”
- To provide support to older people who have requested to join a telephone ‘circle of friends’ and ensure that any concerns they have for others in the telephone circle are addressed promptly and appropriately.
- To assist with the recruitment and DBS checks of Community Time Bank volunteers and once trained Inducted, plan the volunteer rotas.
- To remain in contact with the Community Time Bank volunteers during the period they are matched with older people and provide support to them where necessary.
- To carry out bi-monthly visits for all older people receiving face to face support from a Community Volunteers Time Bank volunteer.
- To undertake on-going evaluation of the service through training and supporting Peer researchers (beneficiaries of the service), User forum groups and carrying out one to one interviews.

**General**

- To attend supervision with your line manager and attend other meetings as requested.
- To keep the client data on CharityLog database up to date and provide internal monthly and ad hoc reports.
- To promote the befriending programme and other services provided by Age UK Bromley & Greenwich.
- To work within and fully comply with the policies and procedures of Age UK Bromley & Greenwich.
• All duties and responsibilities must be carried out in line with requirements of Data Protection Act, Equalities Act and with due regard to own and others' health & safety.
• At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals.
• To undertake any other duties which may from time to time be required, and to participate in other events as requested by line manager.
• To undertake any other duties commensurate with the purpose and remit of the post.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.
### Befriending Service Project Worker

**PERSON SPECIFICATION**

**Assessment will occur via application and interview**

**Note to candidates**

Any criteria marked (A) will be used for short listing purposes.

You should attempt to describe how you meet these criteria in the 'General Experience and Further Information' section of the application form, giving examples where possible. Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Excellent People skills and experience of working with older people, community groups or vulnerable user groups</td>
<td>X</td>
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<tr>
<td>Experience of managing staff and/or volunteers supporting services in the community or being a volunteer</td>
<td>X</td>
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<tr>
<td>Experience of forward planning and organizing work to meet targets</td>
<td>X</td>
<td></td>
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<tr>
<td>Experience of working with people from different cultural backgrounds</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Experience of forward planning and organizing work to meet targets</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Experience of working with people from different cultural backgrounds</td>
<td>X</td>
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<tr>
<td>Experience of leading a group / running workshops with community groups or the general public</td>
<td>X</td>
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**Skills, knowledge & abilities**

| Ability and experience to set up and facilitate groups and activities       | X         |           |
| Knowledge of the London Boroughs of Bromley & Greenwich                     | X         |           |

**Line Management and Team Working**

<p>| Self-motivated with the ability to work on own initiative and work effectively as part of a team | X         |           |</p>
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<tr>
<td><strong>Communication Skills</strong></td>
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<tr>
<td>Excellent communication and report writing skills</td>
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<td><strong>Personal attributes</strong></td>
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<tr>
<td>A creative thinking with good problem solving skills</td>
<td>X</td>
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<tr>
<td>Commitment to the principles of Equality and Diversity and their practical implementation</td>
<td>X</td>
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<tr>
<td>Empathy and understanding of Older people and the issues that impact their lives</td>
<td>X</td>
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<tr>
<td><strong>Information Management and Technology</strong></td>
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<tr>
<td>Good literacy and IT skills; confident in use of a range of software, including Microsoft Office (Word, Excel and PowerPoint)</td>
<td>X</td>
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<tr>
<td>Able to use electronic records, databases, spreadsheets relevant software packages and associated electronic equipment</td>
<td>X</td>
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<tr>
<td><strong>Travel</strong></td>
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<tr>
<td>Ability to travel across Bromley borough</td>
<td>X</td>
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<tr>
<td>Full UK driving license with access to own car</td>
<td>X</td>
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## TERMS & CONDITIONS OF EMPLOYMENT

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<tr>
<th><strong>Salary</strong></th>
<th>£23,950</th>
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<tr>
<td><strong>Pension</strong></td>
<td>All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government’s minimum standards. (Currently set at 1% employees and 1% employers)</td>
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<tr>
<td><strong>Hours</strong></td>
<td>37.5 hours per week</td>
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<td></td>
<td>The nature of the role is such that some flexibility and additional hours may be required from time to time, including some evening or weekend work. Time off in Lieu will be granted for extra hours worked in the evenings or weekends. Overtime payments are not normally made.</td>
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<tr>
<td><strong>Annual leave</strong></td>
<td>27 days per annum (2 days allocated over the Christmas Period). + 8 public holidays</td>
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<tr>
<td><strong>Based at:</strong></td>
<td>The post holder will be based at Community House in Bromley. The post holder will need to be able to travel to other parts of the boroughs</td>
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### Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

### Benefits

Staff benefits include a work place pension with matched contribution, 27 day’s annual holiday plus up to 8 public holidays for full-time staff and pro rata part-time, training opportunities and regular supervision to support you to undertake your job.
ABOUT AGE UK BROMLEY & GREENWICH

Age UK Bromley & Greenwich is the trading name of Age Concern Bromley a registered charity and company limited by guarantee. Age Concern Bromley was established in 1965 and Age Concern Greenwich merged with it on 30th November 2011.

Age UK Bromley & Greenwich has its main office in Bromley with two offices located in Greenwich. It is a partner of the national network of independent Age UK charities each is responsible for their own governance and own income generation. Age UK is the national charity and partner and all partners share common aims and values and work together for the benefit of all older people.

Age UK Bromley & Greenwich provides a wide variety of services to older people who are 50+ and resident in the London Boroughs of Bromley and Greenwich (direct service users are usually 60+). We provide practical help and advice to older people many of whom are frail or housebound, provide information on issues relating to older people their relatives and or carers such as money matters, housing, health and community care. Age UK Bromley & Greenwich campaigns locally on Age Discrimination and many other issues that impact the lives of older people.

Mission and Values
Age UK Bromley & Greenwich aims to promote the wellbeing of all older people in the community. We value older people and believe that later life should be a fulfilling and enjoyable experience.

Our core values are:

- **Caring**: We are passionate about what we do and care about each individual.
- **Dynamic**: We are innovative and deliver quality services for older people.
- **Enabling**: We enable older people to live independently and exercise choice.
- **Expert**: We are authoritative, trusted and quality-orientated.
- **Influential**: We draw strength from the voices of older people and ensure those voices are heard.

Our specific aims are to:

- Provide Borough-wide services and support for older people.
- Raise awareness of the needs of older people and influence decision-makers, and to provide a voice for older people in the Borough.
- Contribute to research which identifies the changing needs of older people locally and find innovative ways of meeting them.
- Challenge discrimination of older people on the basis of their age.
- Work in partnership and cooperation with other organisations across the sectors to effectively meet the needs of older people throughout the Boroughs.

Some of the services we provide are commissioned by local authorities and NHS Trust, others by charitable Trusts and we also have paid services for self funders, and people with personal budgets.
Our present and any future services will comply fully to our approach of how we work with and for older people:

- have a zero tolerance of all forms of abuse
- support people with the same respect and dignity you would want for yourself or a member of your family
- treat each person as an individual by offering personalised service
- enable people to maintain the maximum possible level of independence, choice and control
- listen and support people to express their needs and wants
- respect people’s right to privacy
- ensure people feel able to complain without fear of retribution
- engage with family members and carers as care partners
- assist people to maintain confidence and a positive self-esteem
- act to alleviate peoples’ loneliness and isolation

Age UK Bromley & Greenwich services include:

- Advocacy and Representation – both boroughs
- Specialist Dementia Care /choir - Bromley
- Support Planning – both boroughs
- Charity Shops – Orpington, West Wickham and Woolwich
- Care Navigation - Bromley
- Community helpers befriending and support service – both boroughs
- Community Services:
  - Clip It - Toe Nail Cutting – both boroughs
  - Exercise classes – both boroughs
  - Help at Home - Bromley
  - Hospital Aftercare - Bromley
- Community Volunteers Time Bank - both boroughs
- Day Opportunities – both boroughs
- Dementia Support Hub – Bromley
- Men in Sheds – both boroughs
- Computer & art classes – both boroughs
- Information and Advice – both boroughs: a single telephone number for all information and advice enquiries from people resident in both boroughs, letter and to personal callers, casework and welfare benefit checks. Home visits are made to older people who are frail and unable to visit our office. In Greenwich we deliver Information and Advice at a variety of outreach locations throughout the borough including welfare benefits.
- Walking Football

For further information about Age UK Bromley & Greenwich visit our website: www.ageukbromleyandgreenwich.org.uk