

**Job Description**

**JOB TITLE:** Senior Befriender

**BASED AT:** Upper Springfield Development Trust

Action Ability Belfast

200 Springfield Road

Belfast, BT12 7DB

**RESPONSIBLE TO:** Team Leader - Befriending and Advocacy

**HOURS OF WORK:** 30 hours per week.

**SALARY:** £ 28,282.00 per annum pro rota

**Action Ability Belfast**

Action Ability aims to promote the inclusion of people with disabilities into the community and to support the development of their natural abilities.

**FUNCTION:**

A senior befriender will assist the Team Leader to supervise a team of befrienders to carry out befriending duties and provide outcome focused support to ensure that the befriending team achieve the highest standards of practice, service user satisfaction and positive outcomes.

# PRINCIPLE RESPONSIBILITIES

1. To assist Team Leader in the promotion and up-take of the service and to adopt a proactive approach in promoting Action Ability Belfast and activities relating to the programmes and services.
2. To assist Team Leader in the selection and allocation processes for befriending. Assisting with the management of a waiting list, processing referrals, undertaking assessment of eligibility and in turn securing personalised befriending matches. Where this is not possible, to signpost the referral to other appropriate agencies.
3. To assist Team Leader To undertake an assessment of risk and prepare positive risk management plans for service users. To ensure these are adhered to across all support delivery within the befriending service.
4. To assist Team Leader to develop and manage the performance of all befriending staff as and when required, such as: providing supervisory/support meetings, providing mentoring and training and ongoing monitoring of practice.
5. To carry out all administrative duties relating to the management of the befriending service and to ensure these duties are carried out in a timely manner. These administration duties will include:
   1. Finance duties such as: liaising with internal and external finance teams, managing budgets, income streams and debt recovery. Including support in managing service user health and social care trust accounts.
   2. Quality Monitoring: To assist Team Leader in ensuring service user satisfaction by carrying out individual formal evaluation processes and person centred reviews.
   3. Reporting and recording: ensuring all reporting and recording requirements of administration duties of the service are met.
6. To demonstrate a high standard of written and verbal communication, to work closely with the families of service users and other professionals involved in their support whilst ensuring they are communicating in a positive and respectful manor whilst promoting the positive reputation of all services of Action Ability Belfast.
7. To be able to formally deal with difficult situations, such as complaints, accidents, incidents, and emergencies appropriately and in line with Upper Springfield Development Trust relevant policies and procedures. In addition to this, to provide support and mentoring to a team of befrienders to also adhere to appropriate formal processes.
8. To comply with and to ensure a team of befrienders adhere to all policies and procedures of Upper Springfield development trust.
9. Participate in appropriate training as directed by Action Ability Belfast Programme Manager or Team Leader and highlight own training needs relevant to post.
10. To support the person centred ethos of the befriending service, by:
    1. Encouraging and supporting service users to express their needs, views, and concerns, also supporting their communication style.
    2. To enable them to make choices and decisions and to participate as fully as possible in planning and decision-making processes of their support.
    3. To create and sustain a warm, trusting, and respectful relationships with service users, parents, carers and anyone associated with their support.
    4. To respect and promote the rights and entitlements of individuals being supported and to enable them to engage with their support as fully as possible.
    5. Communicate effectively and sensitively with people with disabilities including on a one-to-one basis and in groups.
    6. To maintain absolute integrity and confidentiality in relation to personal issues raised by befriending service users, families and carers.
11. To participate in staff meetings, service user forums, personal supervisory support sessions and any other work-based meeting relevant to your role.
12. To ensure that all service users, families, carers and befriending team are safeguarded throughout service provision via policies and procedures of Upper Springfield development Trust’s Children’s and Adults Safeguarding policy. In addition to this, to ensure compliance with all reporting and recording requirements associated with Safeguarding processes.
13. To promote anti-discriminatory practice as per policies and procedures of Upper Springfield development Trust’s Equal Opportunities policy in all areas of service delivery.
14. Adopt a team approach across the organisation, contributing to the successful delivery and implementation of Action Ability Belfast services, predominately befriending.
15. To adopt a flexible approach to working hours as per requirements of the service, including evenings and Saturdays.
16. To work collaboratively and in partnership with external organisations and adopt an inter-agency/multi-disciplinary approach.

**Other duties:**

1. Assume the role of a befriender as and when required for service need.
2. To provide support to other Action Ability services on a wholistic support ethos, as and when required.
3. To carry out any other duties which may be reasonably requested, including those delegated by Programme Manager and the Team Leader.
4. To deputise for the Team Leader as and when required.
5. To undergo Enhanced Access NI check, including Children’s and Adults Barred list checks.

**N.B. This job description is not definitive or restrictive and may be modified to meet the changing needs of Action Ability Belfast services.**

PERSON SPECIFICATION

**POST:** Senior Befriender

**LOCATION:** Upper Springfield Development Trust

Action Ability Belfast

200 Springfield Road

Belfast, BT12 7DB

**ESSENTIAL CRITERIA**

1. A minimum of two years’ experience of supporting people with disabilities in a voluntary, personal, or paid capacity.
2. Be of a kind and caring nature with a high degree of genuineness and empathy. To be passionate about supporting people with disabilities and have practical understanding of issues affecting them.
3. Excellent verbal and written communication skills, with the ability to listen & communicate effectively and to liaise professionally with a range of audiences.
4. Have knowledge and experience in IT, including the smart devices and Microsoft 365 systems.
5. Demonstrate a non-judgemental approach and have knowledge and experience in planning and understanding person-centred support delivery.
6. Can be creative in identifying, planning and providing social opportunities and

experiences.

1. Be honest, reliable, adaptable, and can work within boundaries.
2. Demonstrate sound judgement with the ability to work independently on own initiative, and as part of a team.
3. Be committed to equal opportunities, social inclusion, and promotion the rights of people with disabilities.
4. Show ability to work in line with Upper Springfield Development Trust’s policies and procedures.
5. Willingness to work flexible hours according to the needs of the service. This may include some evening and weekend working as required.
6. Have excellent organisational skills and show the ability to prioritise & manage a challenging workload.
7. The ability to demonstrate a warm, respectful, and supportive approach to service users, families, and colleagues.
8. Experience of promoting and increasing up take of services.
9. Experience of dealing with difficult behaviours and situations and managing complaints.
10. Possess a full driving licence and have access to a car. To have a clean driving licence and access to a car [The Upper Springfield Development Trust is aware that some persons with disabilities may not be able to hold a driving licence. If this is the case, please demonstrate how you can fulfil the mobility requirements for the post for which you are applying].

# DESIRABLE CRITERIA

1. Previous experience in senior role within health and social care, including service and staff management.
2. Previous Befriending Experience.
3. Professional qualification in Health and Social Care or an allied field.