



1st November 2017

Dear Applicant

RE: Position as Befriending Coordinator

Thank you for your interest in the above post. Please find enclosed:

1. This Application Letter
2. Guidance Notes
3. How to Apply
4. Job Description
5. Person Specification
6. Summary of Terms and Conditions
7. VCS Background Information
8. Protection of Children and Vulnerable Adults Information
9. Equality & Diversity monitoring form, which can also be downloaded from our website at <http://vcsutton.org.uk/about/our-vacancies/>
10. Equality & Diversity statement

Please read the **Guidance Notes** carefully before submitting your application. The deadline for receipt of applications is midnight **Sunday 19th November 2017**. Interviews for the shortlisted candidates will be held during week beginning **27th November 2017**. If you have not heard from us by 1st December 2017, assume you have not been shortlisted. Unfortunately, we are unable to respond to all applicants for feedback on applications.

In the event you are shortlisted for interview, you may be able to claim some travelling expenses (up to a maximum of £10) in connection with your interview. These will be considered for payment on production of an expenses claim form and valid receipts.

I shall look forward to receiving your CV, supporting statement, covering letter and Equality & Diversity monitoring form.

Yours faithfully,

Anita Maullin

Chief Executive



GUIDANCE NOTES

Please read these guidance notes before submitting your application.

The CV and supporting statement are essential parts of the recruitment process as they are used to decide who will be shortlisted for interview. Please ensure, therefore, that you read the Job Description, Person Specification and these notes carefully before submitting your application.

Job Description

The Job Description contains details of the duties and responsibilities of the post for which you are applying. These are outlined as comprehensively as possible to give a clear idea of what will be required of the post holder.

Person Specification

The Person Specification lists the requirements of the post, in terms of experience, knowledge, skills and abilities. These are the criteria used in deciding who will be called for interview. It is therefore vital that you consider the requirements listed in the Person Specification when writing your supporting statement and that you demonstrate how your skills and experience meet these requirements.

Equality & Diversity Monitoring

This form is used to assess whether our advertising is reaching all sections of the community. It plays no part in the recruitment process. The monitoring form is anonymous and is separated from your application on arrival at the Centre. We would be grateful if you could complete this form and return it with your CV and supporting statement.



HOW TO APPLY

Your application should comprise:

- **A mandatory supporting statement of no more than 1000 words.**

This is your opportunity to tell us why you want to join Volunteer Centre Sutton in this post and what makes you a good candidate for the job. Complete this statement as per the Person Specification e.g. points 1-10. Relate your skills, knowledge and experience to the criteria listed as fully as possible with reference to your paid and/or unpaid work experience, training and qualifications as appropriate. Due to possible high number of applications we reserve the right to not consider applications which do not specifically address the points in the Person Specification in order.

- **A full CV**

Please include your educational and professional qualifications, a full employment history highlighting key responsibilities and relevant achievements, including dates and reasons for any gaps in employment, and any voluntary experience you have had.

- **A covering letter including the details of two referees, one of which should be your current employer.**

As well as your own contact details, please include each referee's name, role and organisation, relationship to you, how long they have known you, address, contact number and email address. Referees will not be contacted unless you are offered the role. Details of referees are held in the strictest confidence.

NB:

- Please give details of whether you have a prosecution pending or have you ever been convicted by a court or cautioned by the police for any offence. If so, please send details alongside your application in a confidential attachment. This will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post.
- Volunteer Centre Sutton supports "positive action" in employment for disabled people and operates a guaranteed interview scheme. (All disabled people who meet the minimum requirements for the job will be guaranteed an interview). If you wish, please indicate if you are disabled and wish to take advantage of this scheme.

Applications should be emailed to Anita Maullin at anitamaullin@vcsutton.org.uk ,
Volunteer Centre Sutton, 31 West Street, Sutton, Surrey SM1 1SJ.

THE DEADLINE FOR APPLICATIONS is midnight Sunday 19th NOVEMBER 2017



Job Title	Befriending Coordinator	Hours	18 hours per week
Salary	£12,577 per annum, inc. OLW, plus 3% Pension contribution	Location	Based at 31 West Street, Sutton Surrey SM1 1SJ

Aim of the post:

To be responsible for delivering a high-quality befriending service for local vulnerable people within the borough of Sutton.

Responsible to Befriending Officer

Purpose The ‘Call, Catch-up, Connect’ befriending project’s main aim is to reach out to vulnerable older people and adults at risk who live in the London Borough of Sutton, relieving their social isolation and loneliness, and increasing their social contact, interaction and stimulation by providing them with a volunteer befriender.

Main Responsibilities:

- To recruit, train and support volunteers to ensure the smooth running of the befriending service in Sutton and its surrounding area in line with the policies and procedures of Volunteer Centre Sutton. The work will be divided between working with volunteers, service users and carrying out administrative tasks appropriate for the post.
- To work with the Befriending officer and other staff to promote the befriending scheme.

It is anticipated that the Befriending Coordinator will undertake the following activities within the main duties.

1.	Accept referrals in line with criteria and undertake assessments: <ul style="list-style-type: none"> ▪ Undertake home visits to assess suitability of prospective service users.
2.	Enable volunteers to fulfil their role - Select, recruit, train and support volunteer befrienders: <ul style="list-style-type: none"> ▪ Support the recruitment of suitable volunteers and provide appropriate training before placement, with ongoing training and support for volunteers during placement. ▪ Maintain regular contact as required to ensure effective 1:1 support and supervision for volunteers.
3.	Match users and volunteers and provide ongoing support to the relationship as required and deal with issues that may arise: <ul style="list-style-type: none"> ▪ While users/ volunteers are waiting to be matched, maintain regular contact and visit if necessary. ▪ Coordinate and facilitate meetings. ▪ Once a match is in place, support volunteers through regular supervision and be available to deal with any issues of concern that may arise about the welfare of the user or the suitability of the volunteer and take action accordingly.
4.	Actively participate in the development of the service: <ul style="list-style-type: none"> ▪ Support the ongoing development of the project, identifying new developments where possible.
5.	Liaise with relevant agencies and referrers as required:



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	<ul style="list-style-type: none"> ▪ Liaise effectively with users, their relatives and friends, statutory services and other relevant agencies.
6.	<p>Take responsibility for safeguarding issues</p> <ul style="list-style-type: none"> ▪ Follow Centre policies and procedures with regards to any safeguarding issues and be responsible for taking appropriate action to respond to these issues.
7.	<p>Be aware of and provide advice on other services available to the client group:</p> <ul style="list-style-type: none"> ▪ Be aware of the range of alternative and additional services available to the client group in order to provide information, advice and referral as appropriate.
8.	<p>Admin, Monitoring and Evaluation:</p> <ul style="list-style-type: none"> ▪ To keep clear and unambiguous records while respecting all aspects of clients' confidentiality. ▪ Collect, collate and interpret relevant statistical information including qualitative and quantitative monitoring to meet the requirements of the funder and to develop the service. ▪ To ensure all monitoring is completed on time and reported in an appropriate manner.
9.	<p>Training and Meetings:</p> <ul style="list-style-type: none"> ▪ Attend appropriate training and meetings as required.
10.	<p>Supervision and Appraisal:</p> <ul style="list-style-type: none"> ▪ Keep the Line Manager updated on all aspects of the job description through supervision and appraisal.
10	<p>Teamwork:</p> <ul style="list-style-type: none"> ▪ Work as an active part of the VCS team and support all initiatives where possible.
11	<p>Equality & Diversity:</p> <ul style="list-style-type: none"> ▪ Work within VCS's Equality & Diversity Policy at all times, promoting anti-discriminatory practice within the context of the project.
12	<p>Other Duties: The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager.</p>

Please note:

If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Person Specification

Criteria	Essential	Desirable	Tested
Experience	Proficient with using MS packages including Word, Excel, Outlook, as well as with databases		Application/ Interview
	Knowledge of the voluntary and community sector		Application
	Experience providing services or working directly with vulnerable people	Working with people using a person-centred approach	Application/ Interview
	Previous experience of recruiting and supporting volunteers		Application/ Interview
	Experience of Coordinating and delivering training	Supporting events such as meetings, training courses, workshops, etc	Application/ Interview
	Manage and prioritise own workload and work efficiently under the pressure of tight deadlines	A confident networker with confidence in public speaking in small group settings	Application Interview
		Educated to degree level or equivalent level of analytical skills	Application
Skills and Personal Attributes	Have a positive and enabling attitude towards the potential of a community befriending programme		Application
	Excellent written and verbal communication skills required		Application Interview
	Ability to develop positive, supportive relationships with a variety of people including service users, family/carers,		



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	colleagues and professionals		
	Strong organisational and co-ordination skills	Good data management skills and a high attention to detail, required to collate, analyse and disseminate information	Application
	Full, clean driving license and access to a vehicle		Application
	An understanding of the motivation and support needs of volunteers	Support and supervision of Volunteers	Application
	Good team player		
Other job related requirements	Ability to work flexibly and potentially out of hours		Application



Summary of Terms and Conditions ***Befriending Coordinator***

POST	Befriending Coordinator
SALARY	£12,577 annual salary, including OLV, 3% employer pension contribution
HOURS	18 hours per week, days to be agreed. Occasionally the post holder will be required to work unsociable hours i.e. evenings and weekends.
ANNUAL LEAVE	Your annual leave entitlement is pro-rata 5 weeks of your normal working week, plus bank holidays and 3 days between Christmas and New Year.
LOCATION	Volunteer Centre Sutton, 31 West Street, Sutton, Surrey, SM1 1SJ
ACCESSIBILITY	Although the ground floor of the building is fully accessible, we cannot guarantee accessibility of clients' premises.
PROBATION	6 months



BACKGROUND INFORMATION

Volunteer Centre Sutton (VCS) is the operational name of Sutton Borough Volunteer Bureau (SBVB) and is located at 31 West Street, Sutton, Surrey SM1 1SJ. Phone: 020 8661 5900. Email: vc Sutton@vc Sutton.org.uk

Legal Status

SBVB was established in 1965 as part of Sutton Centre for the Voluntary Sector (SCVS) and became an independent charity No. 1048978 and Company Limited by Guarantee No. 3088644 in 1995.

Volunteer Centre Activities

Volunteer Centre Sutton provides the infrastructure for volunteering in our local community. We inspire individuals to volunteer and connect them to inspiring volunteering opportunities locally, working with over 500 Voluntary & Community Organisations (VCO's) and supporting over 2500 residents to volunteer each year. We believe there's so much inherent value held within communities, and it's our mission to release it by inspiring people in the London Borough of Sutton to give of their time and talents to help others.

Volunteer Centre Sutton (VCS) delivers five core functions, as identified by NCVO, namely:

- 1) **Brokerage** - A signposting and matching service for volunteers and VCO's. We offer information and advice to volunteers about the thousands of volunteering opportunities available locally, ensuring the supply of volunteers is consistent with the demand. We support volunteers who have additional needs and ensure VCO's are resourced with the right volunteer for their work in the community.
- 2) **Good Practice Development** - Because volunteers are such a valuable resource, we provide Good Practice volunteering infrastructure, ensuring volunteers are supported, respected and valued for their contribution. Principally we achieve this by embedding the Volunteer Management Charter into VCO practices. We support and resource VCO's to achieve the 'Experts in Volunteering' accreditation and ensure practices in relation to volunteering are completed within legal and best practice boundaries. We mediate and support VCO's and individuals with issues surrounding their volunteering.
- 3) **Volunteering Development** - We support VCO's in developing volunteering opportunities in a variety of contexts. This may be to grow their impact and reach around a specific area of work. It may be in relation to developing a funding bid that will require a new volunteering role for them, including volunteer recruitment targets. We help develop person specifications, role descriptions, supervision structures and full cost recovery models associated with managing and coordinating volunteers.
- 4) **Policy Response and Campaigning** - We are the voice of volunteers locally, we respond to issues that are effecting the use of volunteers and advocate for fair and right treatment of volunteers. Recent examples include the 'Work Fare' programme, which sought to force



unemployed individuals to volunteer in order to claim benefits. We have successfully engaged with a national campaign to 'Keep Volunteering Voluntary' and ensured that no individuals are forced to volunteer in Sutton. We also play an important role in leading the way in thanking volunteers locally.

5) **Strategic Development of Volunteering** - We play a vital role in collecting and collating data with regards to volunteering. We analyse trends and significant changes in the volunteer market and then inform and enable VCO's to respond accordingly. Strategic development of volunteering plays a crucial role in the continual stimulation of volunteers coming into the market, and ensures volunteering opportunities remain relevant to their community.

VCS holds: The Queens Award for Voluntary Service (an organisational MBE), Investing in Volunteers; Positive About Disability, Volunteer Centre Quality Accreditation (VCQA) & Centre for Excellence and Outcomes (C4EO).

VCS also play a significant role in delivering projects to meet identified unmet need in the community, these include:

- **MAPS – Mentoring, Advocacy and Peer Support** delivers training, support and supervision for volunteer mentors to enable them to support vulnerable children or young people, as well as an independent advocacy service to young people in care and those subject to a child protection plan.
- **Call, Catch-up, Connect Befriending** is aimed at reducing social isolation and loneliness of older people and vulnerable adults who are able to make a friendship relationship with a volunteer befriender.
- **Citizen's Commissioning** enables local residents to have a voice in public sector commissioning activity, ensuring services provided for local people represent the best outcomes and value for residents.

Partners and Networks

VCS networks with a wide range of voluntary, statutory and private sector organisations to develop partnerships that enable the growth and development of volunteering in the community we serve. We identify voluntary opportunities recruit and place volunteers and our Good Practice service supports volunteer managers in organisations in the development of volunteer management.

VCS works closely with the other voluntary sector infrastructure organisations locally such as Sutton Centre for the Voluntary Sector (SCVS) and the Sutton Together Consortium and with the London Borough of Sutton as part of the local Compact steering group. Nationally, VCS is a member of NCVO (The National Centre for Voluntary Organisations) and GLV (Greater London Volunteering).



PROTECTION OF CHILDREN

AND

SAFEGUARDING VULNERABLE ADULTS

The job for which you are applying involves substantial opportunity for access to children and vulnerable adults. It is therefore exempt from the Rehabilitation of Offenders Act 1974. You are therefore required to declare any pending prosecutions or convictions you may have, even if they would otherwise be regarded as "spent" under this Act, and any cautions or bind-overs. Please provide details in a sealed envelope when you submit your application, including approximate date, the offence and the court or police force which dealt with the offence. This envelope will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post. Information for candidates who are not shortlisted for the post will be destroyed without being opened. The information you give will be treated in confidence and will only be taken into account in relation to an application where the exemption applies.

The disclosure of a criminal record, or other information, will not debar you from appointment unless the selection panel considers that the conviction renders you unsuitable for appointment. In making this decision the panel will consider the nature of the offence, how long ago and what age you were when it was committed and any other factors which may be relevant, including appropriate considerations in relation to the Volunteer Centre Sutton's Equality & Diversity policy.

Failure to declare a conviction, caution or bind-over may, however, disqualify you from appointment, or result in summary dismissal if the discrepancy comes to light.

Volunteer Centre Sutton is also entitled, under arrangements introduced for the protection of children and vulnerable adults, to check with the Disclosure and Barring Service (DBS) for the existence and content of any criminal record of the successful applicant.

A DBS check will not be made without your consent, although you should be aware that refusal to give your consent to a DBS check could result in an offer of appointment being withdrawn.

Equality and Diversity Monitoring Form

The purpose and use of this form are outlined in the Guidance Notes to Applicants.

POST: Befriending Coordinator

DATE ADVERTISED: 1st November 2017

WHERE DID YOU HEAR ABOUT THIS VACANCY? _____

GENDER		AGE					
		18-24		35-44		55-64	
MALE							
FEMALE		25-34		45-54		65-74	

ETHNICITY			
White		Asian or Asian British	
British		Bangladeshi	
Irish		Chinese	
Traveller of Irish Heritage		Indian	
Gypsy/Roma		Pakistani	
Any other white background		Any other Asian or Asian British background	

Mixed		Black or Black British	
White & Asian		African	
White & Black African		Caribbean	
White & Black Caribbean		Any other Black or Black British background	
Any other mixed background		Any other ethnic background	

Please see our Equality and Diversity Statement on the next page.

EQUALITY & DIVERSITY STATEMENT

Volunteer Centre Sutton:

ACCEPTS that in society certain groups or individuals are denied equality on the grounds of race, gender, marital status and civil partnership, caring responsibilities, disability, gender re-assignment, age, social class, sexual orientation and religion or belief or any other factor irrelevant to the purpose in view.

WELCOMES and complies with the statutory requirements laid down in:

- the Equality Act 2010;
- the National Minimum Wage Act 1998;
- the Human Rights Act Nov 1998;
- the Gender Recognition Act 2004;
- the Sex Discrimination Act 1975, as amended; *
- the Disability Discrimination Act 2005; *
- the Employment Equality (Age) Regulations 2006; *
- the Rehabilitation of Offenders Act 1974;
- the Chronically Sick and Disabled Persons Act 1970 and 1986 amendment;
- the Asylum & Immigration Act 1996;
- the codes of practice of the Equality and Human Rights Commission (EHRC)

* Complies with such provisions as remain in force following the introduction of the Equality Act 2010

RECOGNISES that it has moral and social responsibilities that go beyond the provisions of the above-mentioned Acts and Regulations, and that it should support and contribute to the wider process of change through all aspects of its work and practices in order to eliminate discrimination and promote equality and diversity.

IS COMMITTED to taking positive steps to ensure that:

- All people are treated with dignity and respect, valuing the diversity of all.
- Equality of opportunity and diversity is promoted.
- Services are accessible, appropriate and delivered fairly to all.
- The mix of its employees, volunteers and management committees reflects, as far as possible, the broad mix of the population of Sutton.
- Traditionally disadvantaged sections of the community are encouraged to participate in policy decisions about, and the management of the services provided.