



Volunteer Centre Sutton
Market House, 216-220 High Street
Sutton
Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

19th April 2022

Dear Applicant

RE: Position as Befriending Coordinator

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

1. Guidance Notes
2. How to Apply
3. Job Description
4. Person Specification
5. Volunteer Centre Sutton Background Information

Please read the **Guidance Notes** carefully before submitting your application. The deadline for receipt of applications is midnight **Sunday 15th May 2022**. If you have not heard from us by 25 May 2022, assume you have not been shortlisted. Unfortunately, we are unable to respond to all applicants for feedback on applications.

I shall look forward to receiving your CV and a brief supporting statement, together with a covering letter confirming that you have also completed our online Equality & Diversity monitoring form.

Yours faithfully,

Anita Maullin

Chief Executive



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978



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1. 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 online and return it with your CV and supporting statement. You can find it [here](#).

You can read our Equality, Diversity & Inclusion Statement on our website [here](#).





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2. HOW TO APPLY

Your application should comprise:

- **A mandatory supporting statement of no more than 600 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 and relate your skills, knowledge and experience to the Person Specification 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, 216-220 High Street, Sutton SM11NU

THE DEADLINE FOR APPLICATIONS is midnight Sunday 15th May 2022





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Job Title	Befriending Coordinator	Hours	21 hours per week
Salary	£16,465 inc. OLV, (FTE £28,225) plus 3% Pension contribution	Location	Based at Market House, 216 – 220 High Street, Sutton, Surrey, SM1 1NU, Potential for flexible working

Aim of the post:

To be responsible for delivering a high-quality befriending service for local vulnerable older people and people with a care or support needs within the borough of Sutton.

Responsible to Befriending Project Manager

Purpose

The Befriending project's main aim is to reach out to vulnerable older people and people with a care or support needs who live in the London Borough of Sutton, relieving their social isolation and loneliness, and increasing their social contact, help them to build connection, 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 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 project Manager and other staff to promote the befriending service.

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





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	and deal with issues that may arise:
	<ul style="list-style-type: none"> While service users and 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 service user or the suitability of the volunteer and take action accordingly.
4.	<p>Actively participate in the promotion and development of the service:</p> <ul style="list-style-type: none"> Support the ongoing development of the project, identifying new developments where possible. Promote the service to potential service users, referral services and other interested parties
5.	<p>Liaise with relevant agencies and referrers as required:</p> <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 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.





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11	<p>Teamwork:</p> <ul style="list-style-type: none"> Work as an active part of the VCS team and support all initiatives where possible.
12	<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.
13	<p>Other Duties:</p> <p>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
Experience	Proficient with using MS packages including Word, Excel, Outlook, as well as with databases	
	Knowledge of the voluntary and community sector	
	Experience providing services or working directly with vulnerable people	Working with people using a person-centred approach
	Previous experience of recruiting and supporting volunteers	
	Experience of Coordinating and delivering training	Supporting events such as meetings, training courses, workshops, etc



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	Manage and prioritise own workload and work efficiently under the pressure of tight deadlines	
	Experience of promoting services, either at talks, events, marketing or social media	A confident networker with confidence in public speaking in small group settings
Skills and Personal Attributes	Have a positive and enabling attitude towards the potential of a community befriending programme	
	Excellent written and verbal communication skills required	
	Ability to develop positive, supportive relationships with a variety of people including service users, family/carers, 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
	The ability to travel around the borough	Full, clean driving license and access to a vehicle
	An understanding of the motivation and support needs of volunteers	Support and supervision of Volunteers
	Good team player	
Other job related requirements	Ability to work flexibly and potentially out of hours	



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5. VOLUNTEER CENTRE SUTTON BACKGROUND INFORMATION

Volunteer Centre Sutton (VCS) is the operational name of Sutton Borough Volunteer Bureau (SBVB) and is located at 216-220 High Street, Sutton, Surrey SM1 1NU. Phone: 020 8661 5900. Email: vcsutton@vcsutton.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. In 2019 Volunteer Centre Sutton became a **Charitable Incorporated Organisation (CIO)**.

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 1500 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** – We offer a signposting and matching service for volunteers and Voluntary Community Organisations (VCOs) with 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 with tools and guidance, national updates to achieve 'Investing in Volunteers' 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,



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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.

6) **Volunteer led programmes we deliver-**

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.
- **Sutton 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. Recent expansion has enabled us to offer group activities to provide support and reduce loneliness and isolation.
- **Citizens Commissioning Programme** 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.

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). We also hold specific quality frame marks consistent to our delivery programmes such as Project Oracle and Children's Advocacy quality framework.





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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 Community Action Sutton, Young Sutton and the Sutton Together Consortium and with the London Borough of Sutton as part of the local Senior Operational group. Nationally, VCS is a member of NCVO (The National Centre for Voluntary Organisations) and London Plus, part of the GLA (Greater London Authority).



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