

JOB DESCRIPTION - Friendship Coordinator

Part time: Hope House, Beeston and Carlton Community Hub

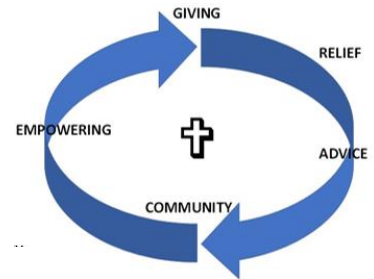
Reporting to: Support Manager (Line Manager) and/or
Development Manager for Carlton activities

Responsible for: Friendship Clubs, other Friendship activities,
Allotment Wellbeing activities, Community Meals



At Hope Nottingham, we:

- Put others first – promoting the wellbeing of our team and our community
- Listen – to ensure we hear and respond to the needs of others
- Adapt - we are willing to embrace change with a 'can-do' attitude
- Are accountable – to ourselves, the organisation, and our community.
- Embrace Hope Nottingham's Vision, Mission and Values



AIMS OF PROJECT / DEPARTMENT:

Hope Nottingham is aware of the devastating impact loneliness and social isolation has on the lives of local people and are committed to providing opportunities for friendship and community connection. We aim to signpost to various local services, but also provide on-site social activities at both our Carlton and Beeston hubs to connect local people, in keeping with our vision to inspire and grow communities of Hope. Through these activities, we aim to empower both the guests and volunteer helpers to create a sustainable and supportive environment.


PURPOSE OF ROLE:

To coordinate, deliver and develop Hope Nottingham's Friendship projects to build community and reduce social isolation. This includes acting as the knowledge base for signposting to friendship and social isolation in the Nottingham area. It will also coordinate Hope Nottingham's volunteer led friendship activities, through community engagement, volunteer recruitment and support, enhancing the effectiveness of the projects. This role will ensure that our guests' lives are positively impacted and that volunteer befrienders are well trained and supported.

KEY RESPONSIBILITIES:

Act as Hope Nottingham's 'expert' on social isolation and friendship projects

- Act as an ambassador for the projects, positively and proactively promoting their aims and the benefits of volunteering to deliver said projects effectively. For e.g. speaking / presenting at local groups/churches/colleges etc
- Research and keep up to date with similar projects and local need to ensure (in conjunction with the Senior Management Team) that we have an appropriate strategy to reduce social isolation.
- Develop and act as Hope's knowledge base on 'loneliness', 'friendship' and 'social isolation'.
- Contribute to the compilation and production of necessary publicity materials ensuring relevance and updating and distributing, as necessary subject to approval before distributing.

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- Explore time and cost-efficient ways to enable monthly activity packs to be sourced and or created and sent to individuals on a dedicated mailing list, to help reduce loneliness and/or support discussions for befrienders making calls/visits.

Liaison

- Work with and build relations with local Social Prescribers (as necessary) for the enhancement of our loneliness projects
- Build relations with referral agencies and other locations e.g. Beeston Library
- Liaise with Hope Nottingham's Safeguarding Coordinators as necessary to ensure safeguarding of both volunteers and guests
- Liaise with Hope Activity leaders with referrals to and from the Friendship projects

Referral management

- Manage and process all referrals in a timely manner, matching individuals appropriately and sensitively to available Hope activities, re-signposting where necessary
- Feed back to the Support Manager any issues or difficulties arising through matching process

Coordination and development of our Friendship Projects

- Lead on the running of our projects whilst empowering volunteers and guests to create self-sustaining projects
- Support the Beeston Friendship Club, planning activities and sourcing suitable speakers/entertainment, focussing on building a self-sufficient volunteer team
- Support the Carlton Saturday Friendship Club as necessary
- Oversee the Hope House monthly community meal, coordinating volunteers, food prep and expanding connections with local businesses for support
- Look for opportunities for additional community-based / wellbeing activities to bring local people together to reduce isolation particularly at Carlton and using our Beeston allotment space
- Explore ways to address transport issues to enable those that need support to visit Hope House or the Carlton Community Hub e.g. recruiting Volunteer drivers
- Complete telephone befriending calls and (risk assessed home visits) as necessary or support Hope volunteers who are doing so

Project Impact Reporting

- Ensure all databases and records are kept up to date and in line with GDPR policy and procedures.
- Collate information to compile a monthly impact report, working with Hope Nottingham's other staff as necessary.

Management, Support and Development of Volunteers

- Assist in the recruitment of new volunteers for the projects (or support of them), ensuring references and DBS checks are in place as necessary, liaising with the Volunteering Manager.
- Help train, motivate, support, manage and retain an effective team of volunteers in accordance with Hope's Volunteer policy and any partnership guidelines.
- Take responsibility for communication of Hope's news to volunteers
- Report any behavioural concerns to the Volunteer Manager to appropriately address

Administration

- Communicate necessary info for the running of the service / department to staff and volunteers
- Make best use of IT resources for communicating and management of info e.g., SharePoint
- Manage all administration in compliance with legislation and Hope policies in particular GDPR
- Take responsibility for ensuring project complies with H&S / Security policies, carrying out appropriate risks assessments, as necessary.

Other tasks

- Any other duties as deemed appropriate to the role.
- Support and contribution to communications and activities to promote Hope's Vision, Mission and Values and achievements and the fundraising for them.
- Other tasks related to supporting and assisting the wider team.

GENERAL RESPONSIBILITIES

Training and Education

- Be responsible for personal (and team where applicable) completion of mandatory training, development programs, training courses as deemed necessary to the role.
- Promote and deliver opportunities for volunteer skills development.
- Ensure annual reviews and monthly catch ups are completed in a timely and professional manner
- Take personal responsibility for identifying gaps in personal and team knowledge / skills and taking action to rectify this.

Working relationships

- In addition to Hope's Code of Conduct and policies on professional and personal relationship boundaries, foster positive relationships with guests, staff, visitors, volunteers, and donors.
- To act in all times in a professional manner, respecting the need of colleagues and co-operating to maintain a harmonious team working environment.



Flexibility

- Days and times may vary according to operational need. You may be required to work flexibly to cover for the absences of colleagues and for other operational reasons.
- To attend and travel to meetings / trainings / other sites as required.

Policies and Procedures

- Take responsibility for reminding self of and adhering to Hope Nottingham's policies and procedures including Health & Safety
- Due to the nature of our community work, all staff are expected to be familiar with our Safeguarding policies to support our work with children, young people, and vulnerable adults.

General

- Hope Nottingham aims to continually improve its service which may mean modification of structures and therefore job descriptions will prove necessary
- You will be expected to co-operate with changes which we may need to introduce, however you will be fully consulted about any proposals that prove fundamental to your role.

This job description is not intended to be exhaustive but outlines key tasks to be undertaken. It will be reviewed as part of our staff annual review policy as a minimum and will be adapted to meet the changing needs of Hope Nottingham. All job descriptions are non-contractual.