

**JOB DESCRIPTION**

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| **Job Title:** | Community Befriender (Part-Time) |
| **Grade & Salary:** | National Living Wage (£9.50) |
| **Hours of work:** | As agreed with post-holder |
| **Line Management Reports:** | n/a |
| **Accountable to:** | Service Manager / Community Befriending Coordinator |
| **Functional Responsibility:** | Community Befriending Programme delivery |
| **Job Purpose:** | The Community Befriending service supports people with mental health needs living in the community. The Community Befrienders regularly visit allocated clients and provide practical and emotional support that reduces social isolation, promote independence and empower clients to become more confident. |

**Main Responsibilities**

* To be an active member of the Brent, Wandsworth and Westminster Mind Community Programmes team, working with colleagues to deliver activities as agreed with line manager
* To provide practical and emotional support to allocated clients, e.g. help the client with cleaning, preparing meals, or with paying bills, shopping, making appointments and dealing with correspondence. To accompany clients to access activities in their community through encouragement and confidence building
* To deliver person-centred, safe and risk-positive service that promote recovery, wellbeing, independence and resilience
* To maintain client records and information securely. To contribute to the collation of information for statistical, monitoring and evaluation purposes and to regularly enter clients’ notes and other relevant information onto Views database.
* To ensure appropriate monitoring and reporting of safeguarding issues in line with Brent, Wandsworth and Westminster Mind policies
* To promote equality of opportunity, diversity, service user involvement and customer care in all aspects of service delivery
* To manage expenses authorised for use with clients. To collate receipts, remain within allocated budget for visit, record and monitor expenditure and submit claims to Finance Department
* To develop and maintain effective working relationships with colleagues within the service and other professionals
* To ensure continuous self-development, both professionally and personally, through training and regular line management supervision.
* To maintain high standards of professional integrity and respect for others in all dealings with service users, colleagues, other professionals and members of the public
* To carry out any other duties commensurate with the grade and role

**PERSON SPECIFICATION**

**Knowledge and Understanding**

1. Experience of working/supporting people in a caring capacity either unpaid or paid
2. An interest and understanding of mental health and supporting peoples recovery
3. An understanding of the need for client confidentiality
4. An understanding of the need to maintain safe working boundaries when working with clients

**Skills and Abilities**

1. The ability to be supportive and non-judgemental regardless of clients’ race, sexuality, religion or disability. The ability to be patient and empathetic
2. Basic practical house-keeping skills such as cooking, cleaning, shopping, budgeting.
3. To be able to work independently and on own initiative
4. Good communication skills (basic written, non-verbal and verbal)
5. A commitment to empowering and enabling others

**Other**

1. A willingness to undertake further training and supervision as and when requested
2. A commitment to working within Brent, Wandsworth and Westminster Mind’s Equal Opportunities policy