

## Job Description

### COMPANIONSHIP CO-ORDINATOR

#### Purpose

The Kew Neighbourhood Companionship Service was set up because we found out, through our volunteer helpers, that there are a number of older people in Kew who find themselves lonely – for a number of reasons. Our experience, as a local voluntary organisation, is that people in this situation may value the company that comes from regular contact with a companion, they get to know.

The Companionship Co-ordinator will provide day to day management of the service. The successful applicant will build on the existing provision, establishing standards to ensure that KNA delivers a 'best practice' service. In developing the service, the Companionship Co-ordinator will work primarily with the volunteers, but also with other local organisations.

**Reporting to:** KNA Co-ordinator

**Hours of work & Pay:** Part-time, paid for 16 hours weekly at a pro-rata salary of £11,800 per year (£14.18 per hour).

**Holidays** A total of five weeks paid leave (16 hours paid Pro Rata) plus bank holidays.

#### MAIN RESPONSIBILITIES

- i. to get to know, maintain and support existing companion relationships
- ii. to establish best practice standards for the service by reference to an Approved Provider Standard (eg as outlined by the NCVO)
- iii. to develop guidance for clients and volunteers, including safeguarding guidance (draft guidance is available)
- iv. to establish a clear process and guidance for the identification and referral of service users, in conjunction with local organisations

- v. to establish a safe and effective recruitment and selection process for potential volunteer companions;
- vi. to locate, through contact with local organisations, people who are lonely or isolated, and who would value regular contact with a volunteer companion;
- vii. to match these two groups appropriately, paying particular attention to client wishes in terms of type and nature of contact;
- viii. to induct and train volunteers;
- ix. to support volunteers on an on-going basis, through regular one to one contact and through bringing volunteers together in a variety of ways;
- x. to set up appropriate monitoring and recording mechanisms;
- xi. to report regularly to KNA's co-ordinator, and quarterly to KNA trustees;
- xii. to promote the service by identifying opportunities to work with a broad spectrum of partnerships e.g., local cultural institutions, social/sports clubs, schools, businesses, Richmond's voluntary sector, Richmond Council, as well as regional/national initiatives such as Meet Up Mondays, Silver Link, the Good Gym;
- xiii. to use a variety of communication methods including traditional print, online and social media to promote the service, working in conjunction with KNA's communications assistant;
- xiv. to work, as appropriate, with KNA's Trustee Companionship committee
- xv. to support the work of KNA's Co-ordinator and deputise for the KNA Co-ordinator when required;
- xvi. to implement and comply with all KNA policies and procedures and other legal compliance requirements.

### **PERSON SPECIFICATION**

1. Experience in management of companionship/befriending services
2. Able to enjoy the company of KNA clients respecting individual styles and comfortable working with a broad range of personalities
3. Excellent in managing a team of volunteers, recruiting and retaining them

4. Open and approachable personal style combined with good communication and interpersonal skills
5. Strong administrative skills, well organised with a good attention to detail
6. Competent in Microsoft Office products
7. Able to operate independently and report problems or potential problems to the KNA Co-ordinator as appropriate
8. Able to work effectively as a member of a team
9. Able to respect confidential information.
10. A DBS check, renewed every 3 years, and references are required.

### **Hours**

The hours of work are 16 hours / week spread over a minimum of three days per week, flexible, and can be based at home and / or at the office in Kew, (which is used by Office Volunteers each weekday morning.)

There is a requirement to attend some evening and weekend meetings / events, also to visit clients in their homes.

### **Background**

KNA has been operating a successful volunteer-led service in Kew since 1977. Our aim is to provide access to reliable, sustainable neighbourly help to enable Kew's more vulnerable residents to remain independent for as long as possible.

KNA already has funding for development of the companionship programme for two years, initially from Richmond Parish Lands Charity, to whom a progress report is made annually. KNA will be seeking further funding for the longer term, and the KNA Co-ordinator will work in partnership with the Companionship Co-ordinator on this.

### **Equal Opportunities**

Kew Neighbourhood Association aims to be an equal opportunity employer to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

The **deadline** for application with covering letter and CV to mail@kna.org.uk is **5pm, Sunday 8 November 2020**. Only emailed applications will be considered. Interviews will be held on Monday 16 November in Kew.