

**APPLICATION PACK**  
**Befriending Coordinator**

<b>Job Role:</b>	Befriending Coordinator
<b>Reporting to:</b>	Head of Community Development
<b>Days:</b>	43 days – 28 hours per week (weekdays negotiable with occasional evening or weekend work required for which TOIL will be given), over the period 3 <sup>rd</sup> July – 15 <sup>th</sup> September
<b>Salary:</b>	£22- 26k pro rata per annum *subject to experience*
<b>Key working relationships:</b>	Members of the public, LIC managers and staff, volunteers, and partners
<b>Contract type:</b>	Part-Time, Fixed Term Contract
<b>Office Location:</b>	Camden Square, NW1 9XB

### About the London Irish Centre (LIC)

The London Irish Centre is the oldest and largest Irish Centre in Britain, offering a mix of community and cultural services for both Irish and local communities in London and UK wide.

We are in the initial stages of a multi-year ambitious strategic plan to reimagine, redevelop and recreate our Camden Centre home as a world-class community and cultural centre. Our services include:

- Accredited **Befriending Service** to connect people facing loneliness.
- **Survivor Service**, including a **Freephone Response Line** to provide information and support to survivors of Irish institutional abuse.
- **AQS Information, Advice and Support** on a wide range of welfare issues, from housing to benefits.
- **Social Groups** strengthening communities across London.
- **Warm, safe spaces** for people to connect.
- **Community Café** serving subsidised nutritious meals.
- **Health and Wellbeing Advice** led by our resident nurse.
- **Food Poverty Support**, including a Community Fridge with food donations available, emergency vouchers and food bank collection.
- London's leading Irish **Arts, Culture** and **Heritage** programme
- 4 dynamic **venue** spaces available to **hire** for meetings, weddings, classes and more.
- **Café-bar** workspace serving snacks and drinks.
- **Library** with over 7,000 books.

## How to Apply

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In this pack we have included a job description and person specification to support your candidature.

To apply for this vacancy, please send your CV and cover letter addressing the 'About You' and 'Person Specification' section to [recruitment@londonirishcentre.org](mailto:recruitment@londonirishcentre.org)

**The deadline for applications is 9am, Monday 5<sup>th</sup> June 2023.**

If you would like to have an informal conversation with Flora Faith-Kelly, Head of Community Development, please contact us at [recruitment@londonirishcentre.org](mailto:recruitment@londonirishcentre.org) to arrange a call.

## Job Brief

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Based in Camden Square since 1955, The London Irish Centre has provided a warm Irish welcome to all, enriching the lives of many across London.

The London Irish Centre (LIC) Community Services seeks to make a real difference to people's lives through the provision of information & advice, activities & groups, and support services. We work to help our community achieve positive goals and improve wellbeing, connection and resilience using a strength-based and person-centred approach.

Our Befriending programme provides support & community to the most isolated members of our community by operating a hybrid Befriending programme, recruiting, training & supporting volunteers to act as Befrienders via telephone calls or in-person visits to the elderly Irish diaspora.

This highly rewarding new role aims to reduce symptoms of loneliness and isolation, increase wellbeing and independence and build intergenerational friendships. The role requires a proactive, empathetic and confident approach to Befriending. The Coordinator is responsible for managing recruitment & training of volunteers in collaboration with the Volunteer manager, assessing and matching clients with volunteers and supporting partnerships to enable clients to work towards and achieve self-defined goals.

## About You

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- You are compassionate, empathetic & non-judgmental.
- You have experience working with complex need clients.
- Have worked or are interested in working within a trauma informed & holistic approach to support & community programming.
- You have strong administrative capabilities and confidence completing both office-based tasks and event-based programme delivery.

- Experience undertaking home-visits and safeguarding checks.
- Experience delivering training to volunteers.
- Excellent interpersonal and communication skills.

## Personal Specification

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### Essential and Desirable Skills & Experience

	Skills & Experience	Essential	Desirable
1	Experience providing administrative support & delivery of programmes of community activity	X	
2	Experience delivering training relating to safeguarding & best practice	X	
3	Experience coordinating a volunteer workforce		X
4	Confident monitoring & evaluating the impact of community-based cultural or wellbeing activity	X	
5	Computer literate with experience using client databases & programme budgets	X	
6	Ability to work under pressure, planning and managing own workload and communicating effectively	X	
7	Awareness of or interest in culturally sensitive care		X
8	A flexible and proactive approach to work	X	
9	Holds and enhanced DBS or are willing to undergo an enhanced DBS check	X	

### Key areas of responsibility

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- Visit, assess and prepare clients for involvement in Befriending.
- Coordinate communications with our Befriending Volunteers.
- Hold responsibility for monitoring and evaluating of Befriending programme.
- Administrative responsibility for the Befriending programme, handling referrals, managing waiting list and monitoring volunteer interactions with clients.
- Maintain the standards of our accredited service by following clear best practice guidelines.

*This job description is a guide to the nature of the work required of the Befriending Coordinator. It is not wholly comprehensive or restrictive and may be reviewed as required.*

## Employee Benefits

- Enhanced annual leave - 25 days plus bank holidays (increase to 26 days after 5 years of service pro rata).
- Enhanced sick pay - 4 weeks of contractual hours on full pay after completion of probationary period pro rata.
- Enhanced maternity and adoption leave pay.
- Flexible working where possible for each role.
- Cycle to Work Scheme.
- Tech Scheme.
- Eyesight tests and corrective glasses.
- Jury Duty leave pay.
- Employee Assistance Programme.
- Complimentary tickets to select events.
- 50% discount on LIC education courses (subject to availability).
- 20% discount at the LIC shop and 10% discount at the LIC bar.
- Mindfulness app membership.

**\*Only available to staff on contracts of a minimum of 12 months**

## LONDON IRISH CENTRE

### OUR SIX CORE VALUES

At the London Irish Centre, we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

*The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities, and industries, and are committed to equality and diversity within our workforce. Please note our offices have some barriers to access, which is one of the core missions that our redevelopment will overcome.*