

JOB DESCRIPTION & PERSON SPECIFICATION

Post of:	CIS Befriending Coordinator
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Responsible to: Wellbeing Coordinator

Length of post: 1+ year initially (to March 2025) with further extension subject to funding

Hours per week: 21 hours per week

Salary: £15,090 (£25,150 pro rata) (plus 5% from April '24)

Place of work: CIS office, Albany Centre, 44 Ashley Street, Glasgow G3 6DS and from home by arrangement with line manager

Days of work: Flexible over Monday to Friday, 8am to 6pm. Occasional out-of-hours working as required

Annual leave: 15 days plus 9 days public holidays

Pension Contribution: 5% from employer

Cycle to Work: Cycle Loan scheme available

Aim of the post:

The CIS Befriending Coordinator will build upon our bespoke Befriending Programme for socially isolated people in the refugee and asylum community.

The passionate and empathetic coordinator will develop and update policies, recruit, train, coordinate and support a network of Volunteer Befrienders.

These Befrienders will provide meaningful connections between themselves and their Befriendees, providing essential support to contribute to their Befriendees emotional wellbeing and integration into the community.

JOB DESCRIPTION

Main Tasks:

- Review and streamline our Befriending policies and procedures to ensure they are fit for purpose and aligns with the needs and goals of people seeking asylum.
- Develop, coordinate and support a bank of volunteer befrienders to match those befriendees referred to us according to needs, geographical area, interests, etc
- Matching and Monitoring: Facilitate the matching process between befrienders and befriendees based on compatibility and individual preferences. Monitor and assess the progress of befriending relationships.
- Training and Support: Provide ongoing CIS-centred training and support to both volunteers and befriendees, addressing cultural sensitivity, effective communication, and relevant issues.
- Community Engagement: Collaborate with local community organisations, social services, and stakeholders to enhance the befriending program's impact and reach.
- Provide CIS-centred training, support, and supervision in befriending skills, safeguarding and confidentiality so that individuals can be referred to specialist caseworkers for more focused support.
- Raise staff awareness of the role and the function of volunteers by building relationships with key personnel internally to understand how they work, develop partnerships and assess service needs
- Build relationships with external organisations from which you recruit volunteers and from where people are referred to CIS services.
- Monitor and evaluate activities, produce presentations and reports where necessary
- Find ways to celebrate befriending e.g. creating informative newsletters and organising celebration events
- Undertake any other task as may occasionally be required.
- Uphold ethos, aims and objectives of Community InfoSource at all times.

PERSON SPECIFICATION

Essential

1. Good spoken and written English language skills
2. Experience of recruiting and coordinating volunteers and projects
3. Experience of working with volunteers in a befriending project
4. Ability to promote volunteer participation and to work with and support volunteers
5. Commitment to ensuring effective administration and a well-organised, functioning and safe environment for volunteers
6. An ability to use standard computer packages
7. An ability to organise, establish and maintain policies, procedures and systems for the project
8. Commitment to working collaboratively and positively with staff team, volunteers and relevant agencies
9. An ability to evaluate and monitor projects and liaise with stakeholders.
10. The ability to work independently and use your own initiative to achieve objectives, consulting with relevant staff members as appropriate
11. Experience in working in cross-cultural settings and with refugee and asylum issues
12. Committed to maintain confidentiality throughout

Desirable

- Lived experience of the UK asylum system
- Knowledge of a language spoken by refugees and people seeking asylum in Scotland
- Experience of working in an office and cooperating with others
- Project development experience
- An understanding of the voluntary sector in the UK
- Knowledge of the Disclosure / PVG system in Scotland

***This post is initially funded for a contract to March 2025
with an extension subject to successful fundraising***

Job Description to be reviewed in 6 months

This post is subject to a 6 month probationary period

Grants from the Glasgow Communities Fund and The Henry Smith Foundation
will fund this work