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**Job pack**

**Befriending & Peer Support Lead**

Sept 2022

Dear Applicant

# Re: Befriending & Peer Support Lead

# Thank you for your enquiry in response to our advertisement for the above position. I have pleasure in enclosing the following:

* Job description and Person Specification
* Background information about Age UK Bromley & Greenwich

# I look forward to receiving your application no later than Monday 17th October 2022 (12noon).

# Interviews will be held on Thursday 27th October 2022. Candidates shortlisted for an interview will be contacted by email and/or telephone so please include an email address and mobile telephone number where you can be reached.

# Thank you for your interest in this role.

# Yours sincerely,

Mark Ellison  
**Chief Executive**

**About the Dementia Hub service.**

The Dementia Hub offers targeted and specialist support to enable people with Dementia to remain in their homes with the support of their families and carers. The Hub supports service users to develop skills required of independent living, and also supports their family and carers develop their knowledge and understanding of Dementia in order to help them cope with daily living and supporting future planning.

There are seven (7) clear service areas or ‘Components’ that comprise the Dementia Hub, these are:

1. Information, Advice and Assisted Referrals (Triage)
2. Dementia Advisers
3. Young Onset Dementia
4. Befriending
5. Extra Care Housing (ECH), Care and Support
6. Training and Workforce Development
7. Memory Lane Cafe and Peer Support

The overall aim and objectives of the service is to improve the Service Users’ quality of life and promote and maintain independent living for as long as possible by:

* Ensuring that people with Dementia are listened to and treated with respect, supported within their community and are able to maintain their independence, and supporting their families and carers so that are better equipped to continue in their caring role.
* Supporting adults and older people in Bromley make effective use of targeted and specialist Dementia Post Diagnosis Services and other relevant local services available to them.
* Supporting people with Dementia, their family, carers, and the professionals who support them gain quick access to appropriate information, advice, and guidance from early diagnosis and/or initial referral to the Dementia Hub.
* Providing a Single Point of Access (SPA) for targeted and specialist Dementia support with a single contact number, web page and social media presence.
* Developing a clear care pathway that supports residents with Dementia and their carers, therefore maximising their independence for as long as possible.
* Ensuring that people with a Dementia diagnosis through the Memory Clinic or GP are offered direct support in partnership with the Dementia Hub.
* Developing partnerships and working closely with GPs, so that they are aware of the service and are confident to refer into the Dementia Hub where positive outcomes can be achieved for their patients.
* Supporting professionals in Extra Care Housing (ECH), Care and Support (excluding Care Homes) settings so that they are better equipped to deal with the specific challenges of caring for people with Dementia.
* Contributing in general terms towards Public Health, Adult Social Care and NHS Outcome Frameworks’ measures by providing data in relation to; diagnosis rates, quality of life for both Service Users and carers, and people supported in managing their own care.

**Job Description**

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| **Job Title:** | Befriending & Peer Support Lead |
| **Role type:** | Hybrid |
| **Reporting to:** | Deputy CEO |
| **Responsible for:** | Volunteer Befriending Co-ordinator |

**PURPOSE OF THE POST:** The Befriending & Peer Support Lead will oversee and manage the Dementia hub befriending service, Memory Lane Dementia Cafes, and Peer Support activities. They will also lead on the development of activities for people with young onset dementia (under 65’s).

# KEY DUTIES AND RESPONSIBILITIES

**The Post holder will:**

* Support people with Dementia to prolong their independence through a person-centred approach, by providing specialist support through a Care Plan that is designed to meet goal-based outcomes. This includes activities that are specific to the assessed needs of the person with Dementia.
* Ensure that people with Dementia are able to access timely support and understand the services that are available to them.
* Promote the befriending service to Service Users, carers, professionals, local services, and other voluntary and community groups.
* Build on existing partnerships with other befriending schemes and establish new partnership in Bromley to develop joint working opportunities and referral pathways.
* Work with the local community to build support for people with Dementia as well as with their families and carers so they feel supported within their local community.

**YOUNG ONSET DEMENTIA (UNDER 65)**

Young Onset Dementia is a new component of the Dementia Hub that has recently been developed.

The post holder will:

* Encourage engagement and promote social interaction and wellbeing for people under 65 with a diagnosis of Dementia, their family, and carers.
* Support people with young onset dementia to prolong their independence through a person-centred approach and facilitate targeted and specialist support through a Care Plan that is designed to meet goal-based outcomes. This includes activities that are specific to the assessed needs of the person with Young Onset Dementia.
* Promote and support social inclusion for people with Dementia, their family, and carers through a person-centred approach by facilitating 1:1 and group work based on Service Users’ needs and wants, peer to peer support, appropriate befriending opportunities, and access to local events and activities.
* Ensure that people with Young Onset Dementia and their family and carers are able to access age appropriate and timely support, to understand their diagnosis and be better prepared for the future.
* Develop a service that takes a whole family approach and recognises the specific needs of this younger cohort, and ensure people understand what services and support that are available to them.
* Provide information and practical tips about coping with Dementia.
* It is recognised that some Service Users will have small children. In these instances, the post holder will be required to work closely with Health Visitors and / or with School Nurses/Pastoral Support Officers in educational settings.

**General**

* To lead on recruitment of appropriate Peer and Home Befriending volunteers, overseeing supervisory support to the volunteers attached to the Dementia Hub Befriending Service in all aspects of service delivery.
* To ensure all volunteers receive a DBS disclosure and full training and induction before they commence work within the Dementia Hub Befriending Service.
* To conduct risk assessments as and when required for the Befriending Service volunteer’ activities that require visiting clients’ homes, considering general and personal health and safety issues, in the day to-day management of the service.
* To hold bi-monthly Befriending Service volunteer meetings, keeping the volunteers’ knowledge and compliance with the policies and procedures of Age UK Bromley & Greenwich up to date and sharing best practice.
* To establish and maintain the specified number of Community hubs in various locations within the Royal Borough of Bromley.
* To promote opportunities within the Community hubs in the Royal Borough of Bromley and to other stakeholders in the community.
* To maintain up-to-date paper and electronic records for the Befriending Service for quality assurance and reporting purposes.
* To identify and support user group members to carry out peer research through interviews and conducting questionnaires with service users who have benefitted from the service.
* To participate in the dissemination of the Befriending Service best practice outcomes across various platforms such as social media and workshops.
* To produce monthly and quarterly monitoring reports against the outcomes of KPIs of the service specification.
* To promote the Befriending Service and other services provided by Age UK Bromley & Greenwich.
* To attend supervision with your line manager and attend other meetings and stakeholder events as requested
* To undertake any other reasonable duties which may from time to time be requested and to participate in other events as required
* To work within and fully comply with the policies and practices of Age UK Bromley & Greenwich
* To represent Age UK Bromley & Greenwich externally as requested to further the charity’s aims whilst protecting and enhancing its reputation

**Quality and General responsibilities**:

* To establish strong links with other Age UK Bromley & Greenwich staff and contribute to the wider aims and objectives of the organisation.
* To uphold the highest standards of personal conduct in all matters relating to the role.
* At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups, and individuals.
* To use and maintain resources efficiently and effectively and encourage others to do so.

**Equality and Diversity**

* To comply with Age UK Bromley & Greenwich’s policies about Diversity, Health and Safety and Confidentiality.

**Health, Safety and Security**

* Safeguarding, keeping adults safe from abuse, ensuring that all alleged abuse is reported as per Age UK Procedures.
* To familiarise and fully comply with Age UK Bromley & Greenwich policies and procedures.
* At all times respect client confidentiality and in particular the confidentiality of electronically stored personal data in line with the requirements of the Data Protection Act.
* To be aware of individual responsibilities under the Health & Safety at Work Act and identify and report as necessary any untoward accident, incident, or potentially hazardous environment.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the jobholder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**PERSON SPECIFICATION**

**Method of Assessment: A=application, I=interview, E= exercise**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Essential Requirements** |  |  |
| Excellent people skills and experience of working with older people, community groups or vulnerable user groups | **X** |  |
| Experience of managing staff and/or volunteers supporting services in the community or of being a volunteer | **X** |  |
| Empathy and understanding of older people and the issues that impact their lives | **X** |  |
| Excellent administrative skills, well organised with good time management and a methodical approach to work | **X** |  |
| Experience of forward planning and organizing work to meet targets | **X** |  |
| Experience of working with people from different cultural backgrounds | **X** |  |
| Excellent communication and report writing skills | **X** |  |
| Self-motivated with the ability to work both independently and as part of a team | **X** |  |
| Excellent IT skills and experience using MS office software, databases, and word processing applications | **X** |  |
| A creative thinker with good problem-solving skills | **X** |  |
| Self-motivated with the ability to work on own initiative and work effectively as part of a team | **X** |  |
| Commitment to the principles of Equal Opportunities and it’s practical implementation | **X** |  |
| **Desirable requirements** |  |  |
| Experience of leading a group or of running workshops, with community groups or the public |  | **X** |
| Knowledge of the London Boroughs of Bromley & Greenwich |  | **X** |
| Car Driver with access to own car |  | **X** |

**TERMS & CONDITIONS OF EMPLOYMENT**

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| **Salary** | £26, 500 per annum |
| **Pension** | Age UK Bromley & Greenwich does not have its own Pension Scheme. Staff are enrolled into a workplace scheme will join the Pension’s Trusts Growth Plan Series 4 (current employer's contribution 3% + minimum 5% personal contribution). |
| **Hours** | 37.5 hours per week  Normal working week is Monday- Friday 09.00-17.30 with up to one-hour unpaid lunch break. There may be some evening and weekend work in which case TOIL will be agreed. Overtime payments are not normally made. |
| **Annual leave** | 27 days p.a. + 8 public holidays |
| **Based at:** | We are currently operating a hybrid working model. At present employees are expected in our Bromley Office (Community House) two days per week. This is subject to change depending on the needs of the service and/or organisation. |
| **Smoking** | Age UK Bromley & Greenwich has a smoke free policy that applies to all premises and vehicles in keeping with legislation |

**Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

**ABOUT AGE UK BROMLEY & GREENWICH**

Age UK Bromley & Greenwich is the trading name of Age Concern Bromley a registered charity and company limited by guarantee. Age Concern Bromley was established in 1965 and Age Concern Greenwich merged with it on 30th November 2011.

Age UK Bromley & Greenwich has its main office in Bromley with two offices located in Greenwich. It is a partner of the national network of independent Age UK charities each is responsible for their own governance and own income generation. Age UK is the national charity and partner, and all partners share common aims and values and work together for the benefit of all older people.

Age UK Bromley & Greenwich provides a wide variety of services to older people who are 50+ and resident in the London Boroughs of Bromley and Greenwich (direct service users are usually 60+). We provide practical help and advice to older people many of whom are frail or housebound, provide information on issues relating to older people their relatives and or carers such as money matters, housing, health, and community care. Age UK Bromley & Greenwich campaigns locally on Age Discrimination and many other issues that impact the lives of older people.

##### **Mission and Values**

Age UK Bromley & Greenwich aims to promote the wellbeing of all older people in the community. We value older people and believe that later life should be a fulfilling and enjoyable experience.

***Our core values are****:*

***Caring***We are passionate about what we do and care about everyone.

***Dynamic*** We are innovative and deliver quality services for older people.

***Enabling*** We enable older people to live independently and exercisechoice.

***Expert*** We are authoritative, trusted and quality orientated.

***Influential*** We draw strength from the voices of older people and ensure those voices are heard.

***Our specific aims are to:***

• Provide Borough-wide services and support for older people.

• Raise awareness of the needs of older people and influence decision-makers, and to provide a voice for older people in the Borough.

• Contribute to research which identifies the changing needs of older people locally and find innovative ways of meeting them.

• Challenge discrimination of older people based on their age.

• Work in partnership and cooperation with other organisations across the sectors to effectively meet the needs of older people throughout the Boroughs.

Some of the services we provide are commissioned by local authorities and NHS

Trust, others by charitable Trusts and we also have paid services for self

funders, and people with personal budgets.

Our present and any future services will comply fully to our approach of how we work with and for older people:

* have a zero tolerance of all forms of abuse
* support people with the same respect and dignity you would want for yourself or a member of your family
* treat each person as an individual by offering personalised service
* enable people to maintain the maximum possible level of independence, choice, and control
* listen and support people to express their needs and wants
* respect people’s right to privacy
* ensure people feel able to complain without fear of retribution
* engage with family members and carers as care partners
* assist people to maintain confidence and a positive self-esteem
* act to alleviate peoples’ loneliness and isolation

**For further information about Age UK Bromley & Greenwich including services provided visit our website:** [**https://www.ageuk.org.uk/bromleyandgreenwich/**](https://www.ageuk.org.uk/bromleyandgreenwich/)