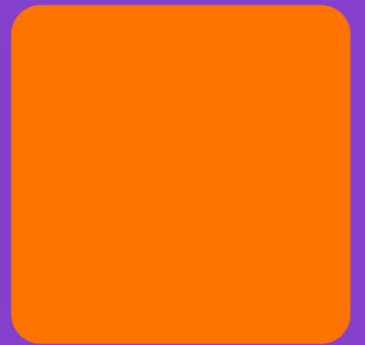


Quality in Befriending Award: Assessor Recruitment Pack



Closing Date
8th August 2024 at 8am



**Befriending
Networks**

Role Summary

Role Title Quality in Befriending Award: Assessor	
Hours	<p>This position is offered between 16-21 hours per week as is agreeable by both parties. Job share will be considered.</p> <p>Freelance/self-employed applications will also be considered – please contact susan@befriending.co.uk for further information.</p>
Location	Home-based, located within the UK.
Salary (Hourly Rate)	£14.20 to £16.00 per hour (dependent on experience.)
Employee Benefits	<p>Employer Pension Contribution of 6%</p> <p>Pro-rata allowance of FTE 35 Day Annual Leave, inclusive of normal bank holidays</p> <p>Employee Assistance Programme</p> <p>Flexible and Remote Working</p> <p>Access to training, learning and development</p> <p>Comprehensive employee handbook</p>
Contract Length	Temporary to 31 st March 2025. Continuation beyond this date is subject to funding and project re-design.

We are the network for befriending organisations. Established as a charity in 1994 we have thirty years of experience supporting and connecting befriending services.

Our members form the largest network of befriending services in the world.

We provide access to sector-specific training, events, resources, and awards which support quality in befriending. Each year we coordinate Befriending Week from the 1st-7th November.



**Befriending
Networks**

5-7 Montgomery Street Lane, Edinburgh, EH7 5JT
 0131 261 8799 | info@befriending.co.uk
www.befriending.co.uk

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About Befriending Networks

Our vision is of a society where quality befriending support is available to everyone who needs it and the importance of meaningful connection is recognised.

Our Mission

We are the network for befriending organisations. We are the intermediary between our members, supporters, and stakeholders, working collaboratively and inclusively to connect and strengthen the befriending sector.

Our mission is to support organisations to deliver quality befriending services that promote wellbeing and meaningful connections, ensuring that everyone feels valued.

We further our mission by:

- Maintaining and expanding an effective and connected network of members
- Providing information, resources, training, awards, and consultancy for all aspects of befriending
- Raising the profile and an understanding of befriending and its impact
- Coordinating Befriending Week, our annual campaign taking place 1st to 7th November.

Our Values

Befriending Networks has three values. These values guide our behaviour, our service design, our planning, and our evaluation.

Support

We are supportive.

We are well informed and share our expertise, knowledge and insight. We value learning and consider different perspectives, reflecting our members' experiences and needs. We listen and understand.

Collaborate

We are collaborative.

We connect with people. We care and are approachable. We are respectful to each other, our members and other organisations. We are effective and efficient.

Lead

We are sector-leading.

We are resourceful, adaptable and innovative. We lead a valuable network which gathers, amplifies and represents the voice of befriending at all levels.



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What is befriending?

Befriending is a relationship supported by an organisation to enable meaningful connections. The befriending relationship has boundaries. It begins with an organisation matching individuals together and then providing ongoing support to both befriender and service user. The befriending relationship is monitored by the organisation and is supported at all stages, including managing the ending.

Befriending can be diverse in its delivery but shares a common goal of enabling meaningful connections. This connection can be between people with shared or different life experiences. Befriending is a planned social interaction, taking place in 1:1 and small group settings, and can be delivered in person or at a distance.

Befriending will achieve positive outcomes and prevent negative outcomes for individuals and communities. Befriending reduces loneliness and social isolation by increasing meaningful connections. The befriending relationship is nurturing, enriching, and trusting.

Quality in Befriending Award

The Quality in Befriending Award is the only award in the UK specifically tailored for befriending services and is valued by referrers, befrienders, commissioners, and funders. Developed by Befriending Networks in consultation with member organisations and experts in the field of befriending, the award launched in 2010 and was revised and updated in 2021.



The Award is open to services offering befriending of all kinds, supporting everyone from children and young people to older adults. Whether they offer telephone, group, or one-to-one befriending, the Quality Award provides organisations with the opportunity to review and improve their service.

Organisations aiming to achieve the Award provide evidence across 60 quality indicators organised into 7 practice areas. These include policies, management, evaluation, and the service journey. The award is valid for 3 years, and organisations successful in achieving the Award can apply for Excellence if they choose to present evidence for an additional 23 indicators. Organisations achieving the Award must be a Befriending Networks member.



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About the role: Assessor



At Befriending Networks we have a unique opportunity to join us as an Assessor on our Quality in Befriending Award. You will be experienced as an assessor (qualifications, awards, or quality standards) and/or knowledgeable about befriending. You may have a particular interest and background in service quality, policies, procedures, volunteer and people management, and good practice in third-sector organisations.

This outward-facing role will require the post-holder to build relationships with members working towards their Quality in Befriending Award. You will be an effective communicator and highly organised, supporting our members throughout their award journey. You will be trustworthy and be able to manage confidential information.

You will be a team player, a problem solver, and someone who takes pride in your work. In our team you will work openly and transparently, upholding the integrity of our Quality in Befriending Award.



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Job Purpose

As an Assessor you will take the lead on supporting our members to achieve their Quality in Befriending Award. You will assist them at all stages of their award journey.

The key responsibilities of this role

- Coordinate Quality Award assessments, including undertaking assessments, ensuring that these are delivered to the highest standard and which protects the integrity of the standard. This includes application, registration, project visits, evidence review, stakeholder interviews, assessment, report drafting, report finalisation, and monitoring.
- Coordinate Quality Award re-accreditation assessments within the agreed timelines for existing award holders. This requires evidence review, assessment, report drafting, report finalisation and monitoring.
- To work in partnership with our Quality Award administrator to ensure a coordinated approach to application, payment, communication, and internal recording of award progress.
- Use Moodle and Teams to support the delivery of Quality Awards.
- Establish knowledgeable, trusted and supportive relationships with members at all stages of the Quality Award journey.



All positions within Befriending Networks are expected to contribute appropriately and proportionately to the achievement of our strategic objectives. This may include contributing to our collective team outputs such as supporting our membership, facilitating network events, participating in team meetings and whole team projects, and assisting the CEO as required.



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Person Specification

Knowledge and Skills

- Knowledge of policies and procedures required for safe operating environments e.g. safeguarding, data protection, risk management.
- Subject knowledge on befriending and/or working with volunteers, leading and managing people, and maintaining professional boundaries.
- Excellent written skills to objectively present the findings and outcome of an assessment in a written report.
- Outstanding communication and organisational skills and ability to work alone and prioritise own workload whilst being an excellent team member and able to build good working relationships with colleagues working remotely across the UK.
- Knowledge of the social sector including voluntary organisations, charities and wider civil society is desirable.
- Confidence in using excel, word, teams, outlook.

Experience

- Degree level qualification, or equivalent professional work-based experience (5+ years)
- Assessor experience or qualification (highly desirable)
- Befriending sector experience (highly desirable)
- Use of Moodle (desirable)
- Use of Salesforce or other CRM (desirable)



Further Information

Willingness to travel within the UK as required for the needs of the role and our organisation.

This is a home-based role.

There is a necessity to travel to Edinburgh for in-person meetings with our full staff team 3 times each year in person.

Travel expenses from home to the office are paid for those on home-based contracts.

Appointment to the post is subject to two satisfactory references and a basic Disclosure Scotland check.

All posts are subject to a 6-month probationary period.

For further information about our work visit www.befriending.co.uk

[Read our strategic plan](#)

For information enquiries about the role please contact susan@befriending.co.uk

How to Apply and Key Dates

Application must be made on an application form.

Please see our Job Applicant [Privacy Notice](#) for information about how we will handle your data.

Recruitment opens: Monday 29th July 2024

Application Deadline: Thursday 8th August at 8am



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