

There has never been a more exciting time to join the HEY Smile Foundation team. Our work spans across the Voluntary, Community and Social Enterprise Sector (VCSE), as well as connecting opportunities with the private and public sector.

We are connected, joining assets to community knowledge, creativity and inspiration. We are helping VCSE organisations of all shapes and sizes be heard and play a part in solutions, not just highlight community problems.

We have grown significantly in the last 11 years but are still agile enough to respond to the communities need, not prescribe the same methodology *'because that's what has always been done'*.

We are sustainable in our own right. Whilst developing others, we have ensured we had one eye on our own platform, securing £3m in assets and generating an average of £800k turnover a year in earned income to by masters of our own destiny and focus on the Wow not Woe in our communities across the Hull and the East Riding.

Covid-19 has provided us with an opportunity to share our way of working further, and in the East Riding we are seen as a community lead and the *Go to Charity*, now more than ever. We are proud to say we now have the strongest charitable board in the region, and likewise we have a team of highly skilled and proactive charity leaders.

In response to Covid-19, we set up CallER Collective, a telephone service to provide befriending and companionship to people who were lonely, vulnerable and shielding throughout the lockdown period, delivered by a team of volunteers. It quickly became apparent that there was a bigger need for befriending across our region so we are now going through a period of development to decide what CallER Collective will look like in the post-Covid world.

To ensure that CallER Collective continues to grow and provide this vital service, we are recruiting 3 CallER Collective Befrienders

Working closely with the Programme Manager – Volunteering and the CallER Collective Coordinator, the CallER Collective Carers' Befrienders will work within this new area funded by East Riding of Yorkshire Council, providing a befriending service for older people and unpaid carers, ensuring that it continues to meet the needs of the people of the East Riding.

Role Profile

1. Job title:	CallER Collective Befriender
Location:	HEY Smile Foundation, providing support across the East Riding
Reports to (Job Title):	Caller Collective Coordinator
Salary scale:	£10 per hour
Working Hours:	Post 1 - 30 hours per week Monday to Friday Post 2 - 18 hours per week Monday to Friday Post 3 - 18 hours per week Monday to Friday
Contract Duration:	12 months fixed term with for a potential for extension subject to funding
Closing date:	Midnight Sunday 31st October
Interview date:	8 th – 9 th November 2021

2. Purpose:

To support the coordinator in the provision of the CallER Collective befriending service to improve the social and wellbeing needs of older people and unpaid carers across East Riding. Providing administration and practical support, working with the CallER Collective Coordinator and other befrienders to ensure the service reflects the needs of individuals suffering from isolation and loneliness.

3. Joint responsibilities:

- Uphold and invest in the HEY Smile Foundation Vision, Mission and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundations work.
- Listen to community needs, and work within a team to create co-developed solutions, ensuring education, development and investment is not done too but done with communities.
- Continually develop your skills to meet the needs of our evolving community needs.
- Be agile in your working, continually developing your skills to meet the needs of our evolving communities.
- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic and participative, encouraging cross team working and initiatives
- Represent HEY Smile Foundation and the Volunteering Team where necessary.
- Undertake all other reasonable requests made via the CEO, Heads of Department and team leads.

4. Key role responsibilities

- Provide a regular, empathetic, active listening role for the beneficiaries by phone, signposting them as necessary to additional support
- To provide practical advice, emotional support and digital skills for older people and unpaid carers via telephone and social events.
- To support personal resilience and connect individuals into sustainable peer support opportunities, including digital and/or other services as required.
- To inform other adult care services and voluntary service partners of the emerging needs of our beneficiaries.
- Provide administrative and practical support for the Coordinator across CallER Collective befriending
- As part of the CallER Collective team, review partner and self-referrals to ensure suitability for the CallER Collective befriending programme
- Ensure appropriate safeguarding measures are met
- Assist with monitoring service delivery – working alongside the coordinator in the preparation and creation of evaluation reports
- Seek regular feedback from befrienders and beneficiaries to ensure that the service meets their needs
- Organise and help in the delivery of regular training sessions for new volunteers
- Promote the service with referral agencies, and directly to older people and their carers; attending network events, under direction of the Coordinator
- Ensure digital records are processed and maintained e.g. Call/visit logs, volunteer feedback, supervision reviews and volunteer/client data in accordance with quality systems
- Attend regular meetings with CallER Volunteer Coordinator to plan and report work.

We envisage opportunities to facilitate social activities by working in partnership with other community and voluntary groups. We anticipate that this role will be expected to enable joint social and support initiatives within a variety of community settings.

5. Outcomes based

HEY Smile are working towards being outcomes focused. There is a lot of learning and development still to be concluded, but with this in mind your contracted hours are: Post 1 – 30 hrs per week / Posts 2 & 3 - 18 per week. You will be asked to attend on and offline meetings weekly with your line manager and colleagues setting agreed outcomes for the period. However the way in which you distribute these hours across your working week is flexible, and strong communication with your Line Manager is key. You will be expected to liaise with the CallER Collective Coordinator, and the other befrienders to ensure that all office hours are covered, and that cover is ensured for holidays etc.

6. Training

During your employment you will be required to complete appropriate training to ensure you have the skills and confidence to fulfil this role. This includes but not limited to: Safeguarding, Data Protection, Befriending, Making Every Contact Count and Digital Skills Share. Wider training and development opportunities will be explored and agreed with the Coordinator.

7. Knowledge, skills and experience required by the job holder:

Taking on a role with Smile you will be seen as a leader in the East Riding voluntary, community and social enterprise sector, delivering capacity and capability support. You will form part of a team of experts, who share their skills and expertise alongside our partners across the private, public and voluntary sector, maximising resources for our inspiring communities.

Essential	Assessment
Excellent communication skills in particular verbal communication and good written communication to a variety of people (volunteers, service users, council leaders, NHS teams etc.)	Cover letter/CV and interview
Self-motivated and able to work under own initiative.	Cover letter/CV and interview
A polite, empathic telephone manner	Interview
A strong understanding of confidentiality	Cover letter/CV and interview
Ability to form and maintain appropriate relationships with cross sector organisations	Cover letter/CV and interview
Good general IT skills, in addition be able to professionally operate meetings via, Zoom, Microsoft Teams and Skype.	Cover letter/CV and interview
Be confident in dealing with difficult situations	Cover letter/CV and interview
Desirable	Assessment
Experience of working with databases and customer relationship management systems	Cover letter/CV and interview
Knowledge of telephone befriending	Cover letter/CV and interview
Experience of sharing knowledge and skills to empower others	Cover letter/CV and interview
Experience of training people in digital skills	Cover letter/CV and interview

This job description is not exhaustive and is intended only as a guide to the range of activities associated with the post. The roles are part of a pilot project, the responsibilities of the role are emerging, and the scope may develop.

You must have a full driving license and access to a car. Although the HEY Smile offer flexible working, the place of work will remain HEY Smile Head Quarters, Queens Gardens, Dock Street, Hull, HU1 3AE. **Parking is not available*

Please get in touch if you would like to have an informal conversation to find out more. We'd love to hear from you. Please contact:

Jenny Preston
 Programme Manager - Volunteering
jp@heysmilefoundation.org
 07808 649148

To apply for this role, please e-mail your CV with a covering letter/e-mail to recruitment@heysmilefoundation.org
 Please clearly state in the subject heading "18HR", "30HR" or "Both" if you wish to be considered for either the 18hr or 30hr post.

Should you feel you would require reasonable adjustments either through the recruitment phase or in the role, please do not hesitate to bring this to our attention using the most appropriate format for you.

This document is written to summarise the key responsibilities of the job holder. It is not intended to be exhaustive and the job holder may be required to do more than is listed here within reasonable parameters. Document date: October 2021