



The Mental Health Service for our Community

## Job description

<b>Job title</b>	Compeer Coordinator
<b>Contract</b>	Permanent
<b>Hours</b>	up to 37.5 hours per week
<b>Salary</b>	£24,600 - £28,600, commensurate with qualifications and experience
<b>Service setting</b>	Jami resources, local communities, homeworking

### Organisation

Jami was established in 1989 by parents, relatives and friends of people who experienced mental health difficulties. In 2013 Jami became responsible for the community's non-residential mental health provision, creating a single mental health service for the Jewish community.

Compeer is Jami's new in-house befriending programme which aims to improve the quality of life, self-esteem, and resilience of people with mental illness through one-to-one support with a trained volunteer.

Pairs meet up regularly for simple social and practical activities, to provide support to people at their homes, or to access their local communities, with most interactions having taken place over the phone in response to lockdown.

### Job purpose

To work closely with the Compeer Volunteer Manager to deliver and develop Compeer volunteering at Jami, as well as to support the wider volunteering aims and objectives across the charity. This includes supporting the recruitment, induction, training, supervision, and retention of Compeer at Jami volunteers, as well as supporting the people who use Compeer.

## Key relationships

- Compeer Volunteering Manager and Volunteer and Pastoral Coordinator
- Jami service managers
- External volunteering agencies and local community groups
- Compeer affiliates

## Main responsibilities

### Coordinating Compeer:

- Along-side the Compeer Manager, support the recruitment process for Compeer volunteering, which includes interviewing, screening, developing, and delivering role-specific training, matching, support, and supervision of Compeer volunteers
- Monitor volunteer/friend caseload via telephone and face-to-face contact and processing of volunteer reports
- Support matched pairs in planning for and organizing wellbeing and/or practical activities
- Developing the virtual and telephone Compeer to incorporate wellbeing and other 1:1 activity
- Formally assessing client need, complete with regular reviews and outcome monitoring
- Providing updates in both qualitative and quantitative form to the Compeer Volunteering Manager when needed
- Updating and maintaining key documents, which includes the newsletter and volunteering handbook
- Liaising with internal and external referrers to ensure a smooth referral process whilst also respecting confidentiality and GDPR
- Working with the education team to facilitate other training modules for volunteers for the prospectus when needed
- Provide support in problem solving and crisis intervention as needed in the Compeer relationship and wider program
- Facilitate and organize volunteer support sessions on a regular basis
- Attend meetings with external agencies when appropriate

### Other:

- Keep up to date with practice developments through involvement in appropriate national and local networks
- Maintain own personal development and keep up to date with current knowledge and health and social care agenda through reading, attending study days, conferences, and meetings as appropriate

- Work within Health and Safety guidelines, with reference to the Lone Worker Policy and individual risk assessments
- Compliance with the Equality Act, and Health and Safety legislation
- Attend regular supervision with named supervisor
- Participate in the organisation's appraisal process
- Ensure that all activities are operated in a way which is consistent with the values of Jami and the Jewish community it serves.
- Carry out any other reasonable duties as requested by your line manager or another designated senior manager

### Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• Educated to degree level or demonstrable equivalent work experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant qualification in volunteer management</li> </ul>

### Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of developing and delivering services</li> <li>• Experience of coordinating, supervising, and supporting volunteers</li> <li>• Knowledge of best practice in managing volunteers</li> <li>• Experience of developing and facilitating training and support groups</li> <li>• Risk assessment skills</li> <li>• Thorough knowledge of safeguarding and confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Local knowledge of community resources and facilities</li> <li>• Experience and knowledge of the Jewish community</li> <li>• Working in a complex and changing environment</li> <li>• Lived personal experience of mental illness</li> <li>• Project management experience</li> <li>• Experience working in the charity sector</li> <li>• Online facilitation skills</li> </ul>

<ul style="list-style-type: none"> <li>• Working in partnership with other agencies</li> <li>• Excellent IT and administration skills</li> <li>• Working in a supportive capacity with vulnerable people</li> </ul>	
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### Personal attributes

Essential	Desirable
<ul style="list-style-type: none"> <li>• Strong written and verbal communication skills</li> <li>• Good interpersonal skills and ability to build relationships</li> <li>• Delivering presentations, workshops, seminars to a broad range of stakeholders</li> <li>• Strong IT skills and attention to detail</li> <li>• Empathetic, understanding and patient</li> <li>• Collaborative and flexible approach</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership skills</li> </ul>

### Flexibility.

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

### Equality & Diversity

Jami are proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality, and challenge discrimination. We welcome and encourage job applications from people of all backgrounds

## Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

## Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorized person is a serious disciplinary offence.

For further details please contact on 07735 621375 or email [emma.reynolds@jamiuk.org](mailto:emma.reynolds@jamiuk.org)

- To apply please send your C.V. and a one page covering letter to [recruitment@jamiuk.org](mailto:recruitment@jamiuk.org)
- Closing date for applications – 28<sup>th</sup> September 2020
- Interviews are likely to take place week commencing – 5<sup>th</sup> October 2020