



The Mental Health Service for our Community

Job description

Job title	Compeer Officer
Contract	Three-month fixed term, possible extension
Hours	37.5 hours per week
Salary	£22,000 to £24,000, commensurate with qualifications and experience (pro-rata)
Service setting	Jami resources, local communities, homeworking

Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

Compeer

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

Pairs meet up regularly within the community for simple social and practical activities, with most interactions having taken place over the phone, or over zoom in response to lockdown, with pairs now meeting in person. Going forward, many matched Compeer pairs will have a blended version of telephone befriending and in-person meets.

Job purpose

To be responsible for checking in with and supporting a high number of matched and established Compeer pairs, which will be either over the phone, zoom or email. You will need to have excellent organisational and time management skills, as well as attention to detail as you will be required to log all contact on our client record system. All people who use Compeer will be experiencing some form of mental health need, and so raising any safeguarding or welfare concerns and flagging when needs may have changed will be an important part of the role.

Key relationships

- Compeer Volunteering Manager, Compeer Coordinator, Volunteer Coordinator, Hospital Visiting Coordinator
- Compeer volunteers
- The people who use Jami services
- Jami service managers

Main responsibilities

- Monitor and support a caseload of matched Compeer befriending pairs.
- Processing and logging of volunteer reports.
- Maintain clear, accurate individual records on our record keeping system.
- Support Compeer pairs in planning for and organizing wellbeing and/or practical activities.
- Build positive and supportive relationships with people using Jami services, volunteers and colleagues.
- Carry out duties in line with confidentiality of the service.
- Support with other responsibilities relating to the volunteering service in general.
- Raising safeguarding and/welfare concerns.
- Creating case-studies when needed.

Other:

- 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 organization'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.

Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience of working in a service delivery setting • Experience of working with and supporting volunteers • Knowledge of best practice in managing volunteers • Knowledge and understanding of safeguarding and confidentiality • Working in partnership with other agencies • Excellent IT and administration skills • Working in a supportive capacity with vulnerable people • Ability to manage challenging situations • Ability to engage & support people with mental health problems 	<ul style="list-style-type: none"> • Local knowledge of community resources and facilities • Experience and knowledge of the Jewish community • Working in a complex and changing environment • Lived personal experience of mental illness • Experience working in the mental health sector • Experience of working in the charity sector • Working with children and young adults

Personal attributes

Essential	Desirable
<ul style="list-style-type: none">• Strong written and verbal communication skills• Efficient and productive approach• Good interpersonal skills and ability to build relationships• Strong IT skills and attention to detail• Empathetic, understanding and patient• Collaborative and flexible• Good time management and organisational skills• Able to work well within a team as well as independently	

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 is 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**

- To apply please send your C.V. and a one page covering letter to **recruitment@jamiuk.org**
- Closing date for applications – please return completed applications by 23rd of November, we may close this advert sooner depending on the number of applications