



Folkestone Rainbow Centre

Job Description

Job Title: Befriending Scheme Coordinator
Contract: Fixed-term contract until March 2029
Salary: £25,000 p/a pro-rata
Hours: 15 hrs p/w including occasional evening/weekend work
Location: Rainbow Centre, 69 Sandgate Road, Folkestone. CT20 2AF and
Hamlet House, 5-6 Shakespeare Terrace, Folkestone. CT20 2DX

Responsible to: Homeless Support Service Manager

Specific Requirements: The post holder must complete & hold a DBS check with satisfactory results.

Purpose

Support clients, especially those in Hamlet House, soon to be opened as a 17-bed supported housing service for people experiencing homelessness. This support will be delivered by planning and introducing a befriending service to help Hamlet House clients overcome social isolation, build confidence, and integrate into the community.

Main Duties

This is a new service; training and support will be provided.

Design, implement, and manage a new befriending service that matches Hamlet House residents with trained volunteer befrienders to reduce social isolation, build confidence, and encourage community integration.

- Training volunteers to become befrienders and then supervising and supporting them, ensuring their work aligns with organisational & safeguarding policies and best practices.
- Matching volunteers with a Hamlet House resident, supervising and monitoring the relationships from both the volunteer and resident perspectives, pre-empting and resolving issues before they escalate to ensure that both clients and volunteers are safe and experience positive outcomes.
- Co-ordinating the day-to-day running of the Befriending Service
- Retaining volunteer befrienders by supporting and checking in on them, gathering feedback, and providing training as needed.
- Promoting befriending opportunities to ensure a pool of suitable, trained befrienders are available to support residents.

- Ensure that we remain up to date with best practices in befriending service management and develop strong links with key stakeholder groups in this field: The Befriending Network.
- Keep records in the Inform database and ensure that learning from any work is captured, communicated and used to improve practice.

Knowledge and Experience

- Good standard of education with excellent literacy and communication skills (Essential).
- Strong administration, organised, comfortable with IT, experienced with databases (Essential)
- Practical experience in organising support for vulnerable people and working with volunteers. (Essential)
- Experience in coordinating a befriending service or similar service
- Understanding the key issues affecting people experiencing homelessness and knowledge of befriending or other mentoring schemes. (Desirable)
- Knowledge and experience of training others and forming a team of volunteers (Desirable)
- An interest in promoting uptake of the befriending service, using own initiative to drum up support and attendance.
- Willingness to embrace and support the Christian ethos of the Rainbow Centre

Skills and Abilities

- Ability to relate to and engage assertively and effectively with vulnerable people, so they feel motivated to participate in the activities and support groups.
- Supervision and volunteer management skills (essential)
- Highly effective interpersonal skills, including the ability to work as part of a team, especially with the Support Officers and new and existing volunteers, to achieve objectives.
- Ability to provide information and guidance as appropriate, maintain clear records for others to use, and present information in electronic and paper formats.
- Knowledge of health & safety and risk assessment.
- Comply with and promote Equality, Diversity and Inclusion, Safeguarding, Professional boundaries and Confidentiality as specified by policies and procedures.
- An understanding of and empathy with the Christian ethos of the Rainbow Centre.
- Flexible and willing to undertake other related activities or tasks that may arise.
- Attend team meetings and required training.