

## Job Description

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**Title:** Project Worker (Telephone Befriending – Hub Triage connector)



**Location:** 35 Salem Street, Bradford BD1 4QH

**Hours of Work:** 37.5

**Contract** Fixed term contract until 31 March 2027

**Salary:** SCP 15, £29,224 per annum

**Responsible to:** Wellbeing Hub Project Coordinator

### OVERVIEW

This service is embedded within The Wellbeing Network which stretches across the Bradford District and is delivered by four individual Hubs:

- System Access Point (SAP) – digital Hub
- Manningham
- Bradford East
- Tong

These hubs are collectively known as the Wellbeing Network.

Working under the Bridge project this post will work in the System Access Point (SAP) Hub providing triage screening and a TELEPHONE befriending service.

### THE ROLE

Working closely with the Project Coordinator, The Project Worker, will assist in the co- development of the delivery model, working in close collaboration with other team members and the Wellbeing Network.

- Provide a welcoming first point of contact for people referred to the Wellbeing Hubs and identify the most effective pathway for support. This involves adopting a person-centred approach to unpick a client's wellbeing issues and connect them to relevant services. The goal of the triage is to help clients access support that will enable them to make improvements to their general health, wellbeing, and social situation.
- Safe recruitment, training, deployment, and supervision of a cohort of volunteer befrienders capable of providing specialist support to vulnerable people.
- Support monitoring and evaluating the project and ensuring relevant learning is captured for the purpose of developing updates and reports.

## **Key Duties and Responsibilities**

Working under the direction of the Project Coordinator, and the wider Bridge central support, the Project Worker will undertake, assist, or contribute to the following:

### **Befriending Service:**

- Recruit, train and support volunteers with a diverse skill mix, from backgrounds representative of the local community (with specific emphasis on priority groups where appropriate e.g., people with protected characteristics, lived experience, specialist skills and knowledge).
- Ensure volunteers are recruited in line with Bridge's equal opportunities policy and Volunteering recruitment policies and procedures.
- Identify where volunteer befrienders can actively support the delivery of services.
- Mapping the future capacity, needs and skills requirements for volunteer befrienders.
- Contribute to updating a training manual, protocols, and operational procedures in relation to the running of the new Telephone Befriending Service.

### **Triage:**

- Manage Email inbox which is one of the referrals in pathways.
- Liaise with individuals requiring support from the Hub's services and remain as the first point of contact throughout their involvement with the Wellbeing Network.
- Assess an individual's problem(s) using sensitive listening and questioning skills.
- Identify key information about the problem(s) including time limits, key dates and any requirement for urgent advice or action.
- Refer or signpost individuals appropriately to trusted services and providers within the Wellbeing Network and externally, making arrangements / appointments, and informing individuals of expectations and potential needs.
- Ensure referral has been actioned maintaining contact with the client throughout.
- Send information to clients, as per the relevant process.
- Review & action client cases monthly in line with the Hub's service level agreement.

### **Manage Relationships**

- Maintain excellent, collaborative relationships with all stakeholders and the Wellbeing Network, including but not limited to volunteers, individuals who would like a befriender, and their representatives.
- Communicate effectively with the Wellbeing Network, ensuring the continuous provision of a service that is both high quality and relevant to the needs of the Wellbeing Network and clients.
- Raise awareness and champion the value of the Wellbeing Network. Share and promote the Wellbeing Network with others by attending meetings, giving presentations, and more.
- Engage people who use the service in evaluation of their experiences.

The post-holder will be working in a developing environment and will therefore be expected to undertake other appropriate duties as required.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"><li>▪ Educated to GCSE or NVQ Level 2 standard or equivalent level of work experience.</li><li>▪ Readiness to complete training as appropriate.</li></ul>	<ul style="list-style-type: none"><li>▪ Relevant award or equivalent in education or training.</li><li>▪ Relevant qualification in the field of health and social care.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>▪ Experience of working in a voluntary sector or health or care setting.</li><li>▪ Experience of managing workload and working independently.</li><li>▪ Experience of maintaining confidential records and providing information for monitoring and evaluation.</li></ul>	<ul style="list-style-type: none"><li>▪ Previous experience working with managers at a senior level.</li><li>▪ Experience of managing/coordinating volunteers.</li></ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"><li>▪ Excellent oral and written communication skills, with an ability to communicate with a wide range of people.</li><li>▪ Proficient working knowledge of complete Microsoft Office packages.</li><li>▪ IT literacy including proficiency in word processing and data entry.</li><li>▪ Knowledge and understanding of confidentiality and professional boundaries.</li><li>▪ Knowledge of safeguarding issues.</li></ul>	<ul style="list-style-type: none"><li>▪ Good local knowledge of the area.</li></ul>
<b>Other Attributes</b>	<ul style="list-style-type: none"><li>▪ Passion to empower people to achieve positive health and wellbeing outcomes.</li></ul>	

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|  | <ul style="list-style-type: none"><li>▪ Honesty and Integrity.</li><li>▪ Understand and respect The Bridge Project's core values.</li><li>▪ Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds.</li><li>▪ Willingness to work flexibly in terms of hours, including out of office hours.</li><li>▪ Conforms to a standard of dress which reflects a professional service.</li><li>▪ Committed to own professional development.</li><li>▪ Friendly approach and positive outlook.</li><li>▪ Ability to work as a member of a team.</li><li>▪ Can meet the mobility requirements of the post.</li></ul> |  |
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