



## Job Description

<b>JOB TITLE</b>	Befriend Project Manager
<b>JOB SUMMARY</b>	To oversee and manage the Befriend project, which connects local volunteers and people seeking sanctuary. Befriend fosters wellbeing, social connection, and greater understanding between people from different backgrounds, helping to build stronger, more cohesive communities. The Project Manager will support these befriending partnerships and the volunteers involved, ensuring that they are safe, meaningful, and enriching for everyone.
<b>RESPONSIBLE FOR</b>	Operational Oversight Volunteer Management Risk Management Monitoring & Evaluation Communication Assisting with Fundraising

### **Operational Oversight**

- Be responsible for the management and operation of all aspects of the Befriend project
- Develop and maintain a network of contacts in key referral organisations working with refugees and asylum seekers in Bristol, receiving referrals for individuals who they have identified as isolated
- Match partnerships to ensure they are both timely and well-suited
- Ensure that the operations of the project are managed in keeping with legal requirements and best practice
- Maintain up-to-date records of current and past partnerships, as well as referrals and volunteers, and to ensure that all data is processed in compliance with UK GDPR.

### **Volunteer Management**

- Recruit, select and train volunteers for their role so that they are able to carry it out in a safe, appropriate and effective manner
- Respond to volunteers in a timely manner and provide support as required

- Organise peer support meetings at least 3 times a year, and be involved in Volunteer Dinners 3 times a year

### **Risk Management**

- Assess the level of risk to participants in the programme and to the charity arising as a result of the activities of Befriend
- Take appropriate measures to manage that risk (such as volunteer agreements, risk assessments and training) so that all participants stay safe
- Report critical issues as soon as they arise
- Demonstrate compliance with the charity's Health & Safety, Data Protection and Safeguarding policies

### **Monitoring, Evaluation and Voice**

- Implement existing monitoring processes, collecting feedback from befrienders and befriending partners at the agreed points in the year about their experience of their partnership
- Consider ways to develop and improve monitoring processes, working with other members of the Bridges team where needed in order to ensure that the impact of the project is captured and evaluated effectively
- Use the information collected to improve the effectiveness of the service and develop new ideas to further the impact of Bridges work

### **Communication**

- Provide an update on progress and current issues to your line manager during meetings
- Share positive stories from partnerships (where appropriate) with the Managing Director and wider team
- Raise awareness of Befriend within Bristol, including by representing the project and Bridges in various forums

### **Assisting with Fundraising**

- Provide information, data and stories to the fundraiser in order for them to submit grant applications on behalf of the project
- Correspond with funding bodies where needed

# PERSON SPECIFICATION

## Values & Characteristics

*Beliefs, principles and behaviours that align with Bridges' [vision](#), culture and way of working.*

- Commitment to social cohesion and people who have been marginalised, faced prejudice and/or are seeking sanctuary (Essential)
- Self-motivated and able to manage your time effectively (Essential)
- Resilience and ability to use self-care strategies when working with people who are struggling or who have mental health challenges (Essential)

## Knowledge, Skills and Experience

- Experience of managing or overseeing volunteers (Essential)
- An ability to communicate well with people of different cultures and different levels of English (Essential)
- Ability to build trust and relate sensitively with people from diverse backgrounds, including those who may have experienced trauma or displacement (Essential)
- Good organisation skills; able to manage a multi-faceted project, to work within existing systems and to create new ones as required (Essential)
- Good communication skills; able to provide support to volunteers in a timely and appropriate manner (Essential)
- An understanding of the benefits of befriending (Essential) and experience of volunteering or working on similar projects (Desirable)
- Experience of delivering training to small groups of people (Desirable)
- An understanding of the asylum-seeking process in the UK, and of the challenges that people seeking asylum and refuge face.

*We welcome applications from people with lived experience of the asylum process in the UK, and / or with good connections with refugee and migrant communities in the city.*