



*We're here to help*

**Kew**  
**N**eighbourhood  
**A**ssociation

*Kew Neighbourhood Association,  
St. Lukes House, 270 Sandycombe Road,  
Kew, Surrey TW9 3NP  
Telephone: 020 8948 8054  
Email: [mail@kna.org.uk](mailto:mail@kna.org.uk) Website: [www.kna.org.uk](http://www.kna.org.uk)*

## **Companionship Co-ordinator Job Description**

### **- Part Time - Flexible Hours**

**Reporting to:** KNA Co-ordinator

**Salary:** *Pro-rata* to £22,838 per year (£12.20 per hour) 16 hours per week

**Hours:** Part time, flexible - 16 hours per week

**Location:** KNA Office, Sandycombe Road, Kew and home based

### **Organisation**

KNA is a registered charity in Kew TW9, established for 40 years, providing support for the elderly, frail and housebound in Kew. KNA's services include transport of people with mobility difficulties to medical and social appointments, providing companionship and help with shopping and light gardening. KNA's services are free of charge and are provided solely by volunteers. KNA has a paid Co-ordinator who reports to a board of trustees. We currently have 109 volunteers and 190 clients.

### **Role Purpose:**

To promote and develop Kew Neighbourhood Association's companionship activities into a dynamic, innovative and flexible programme, to deliver against the recommendations in KNA's Loneliness and Social Connections Peer Research (April 2016)\*. This work will complement the delivery of KNA's other services - transport, shopping and light gardening - to those who need a helping hand in Kew. Through its companionship programme KNA seeks to "... reach out to different groups of older people who may ordinarily be put off signing up to a befriending service but would appreciate social contact."

**K.N.A.** is a registered charity No. 1034340

**\* KNA's Loneliness and Social Connections Peer Research Recommendations (April 2016)**

1. Increase opportunities for greater social contact at home
2. Challenge perceptions about the nature and type of activities and services on offer for Kew Residents
3. Promote the idea that addressing loneliness in Kew is everyone's business
4. Support Kew residents to engage in activities outside the home
5. Review KNA's existing Befriending Service in Kew and develop a Companionship Programme
6. Explore existing services and schemes in other areas that may be useful to implement and / or promote in Kew.

**Key Responsibilities**

1. To manage the day-to-day operation of the KNA companionship service including:
  - 1.1. assessing client referrals to KNA's companionship programme;
  - 1.2. assessing, matching and on-going management of suitable volunteers to clients and companionship roles.
2. To promote and develop KNA's companionship programme, including identifying opportunities to work with a broad spectrum of partnerships, e.g., local cultural institutions, social/sports clubs, schools, businesses, Richmond's voluntary sector, Richmond Council, as well as regional/national initiatives such as Silver Link and the Good Gym.
3. To utilise a variety of communication methods including traditional print and social media to promote the service
4. To support the work of KNA's Co-ordinator and trustees
5. Deputise for the KNA Co-ordinator when required

**Hours**

The hours of work are 16 hours / week, flexible, and can be based at home and / or at the office in Kew, (which is manned by office volunteers each weekday morning for two hours.)

There is a requirement to attend some evening and weekend meetings / events, also to visit clients in their homes.

## **Person Specification**

### **1. Conditions**

- 1.1. Support the aims and work of Kew Neighbourhood Association (KNA)
- 1.2. Maintain strict confidentiality concerning all KNA matters
- 1.3. Position subject to two satisfactory references, a DBS Check and a six month probationary period

### **2. Skills and Experience:**

Desirable (D) and Essential (E)

- 2.1. A good standard of education (E)
- 2.2. Excellent communication, administration and computer skills (E)
- 2.3. The Companionship Co-ordinator should be self motivated and have the ability to prioritise a busy workload with a blend of skills (E)
- 2.4. Experience managing work that involves:-
  - 2.4.1. Interest and empathy in talking and working with older people (E)
  - 2.4.2. Publicity using traditional print media and social media (D)
  - 2.4.3. Recruitment and assessment of volunteers and clients (D)
  - 2.4.4. Delivering a companionship/befriending programme (D)
  - 2.4.5. Managing the work of volunteers (D)
  - 2.4.6. Developing and working in partnerships (D)
  - 2.4.7. Research, data collection and best practice (D)
  - 2.4.8. Monitoring and Evaluation of services (D)
  - 2.4.9. Strategic planning (D)
  - 2.4.10. Event organisation (D)

### **KNA's Current Programme**

KNA started a Befriending Service in 2012. A freelance co-ordinator established the service, matching volunteers with clients, who are encouraged to meet one/two hours per fortnight. Active matches have fluctuated between 17 - 28 at any one time.

KNA's 2016 research outcomes provided the catalyst for KNA to develop a more innovative Companionship Programme to "...reach out to different groups of older people who may ordinarily be put off by signing up to a befriending service but would appreciate social contact."

KNA already has funding for development of the companionship programme for three years (from June 2017), initially from Richmond Parish Lands Charity, to whom a progress report is due in the summer. KNA intends to seek further funding for the longer term, and the KNA Co-ordinator will work in partnership with the Companionship Co-ordinator on this.

### **Equal Opportunities**

Kew Neighbourhood Association aims to be an equal opportunity employer to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

The deadline for application with covering letter and CV to [mail@kna.org.uk](mailto:mail@kna.org.uk) is 5pm, Sunday 3rd June 2018. Only emailed applications will be considered. Interviews will be held on Monday 11 June in Kew.

*Last updated 03.05.18*