



Sands  
Application Information

**Befriender Programme Officer**

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September 2024

# About Sands

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Sands exists to save babies' lives and ensure that anyone affected by pregnancy loss or baby death receives the support and care they need.

We provide bereavement support services both nationally through our Freephone helpline, online community and resources, as well as locally through a network of around 100 regional support groups based across the UK and run by trained befrienders.

Working in partnership with professionals, trusts and health boards, we offer a range of training programmes and bereavement care resources to ensure that every bereaved parent and family receives the best possible care wherever they are in the UK.

Additionally, we promote improvements in practice and support research to better understand the causes of deaths and save babies' lives.

Sands raises awareness of baby loss and works with government, key influencers and other stakeholders to make reducing the number of babies dying a priority nationally and locally.

Over the past 45 years, Sands has grown into a national charity with a powerful vision shared by dedicated volunteers, fundraisers, members, donors, healthcare professionals, partners, staff and bereaved parents and families.

Sands has grown its income by 40% since 2012 and, as part of our strategic plan, is focusing on how we can make the biggest difference to the lives of bereaved families and save babies' lives. To find out more, visit [www.sands.org.uk](http://www.sands.org.uk)

Our vision at Sands is for a world where fewer babies die and anyone affected by the death of a baby receives the best care and support for as long as they need, wherever they live in the UK.

Join us and help create a world where fewer babies die.

# Sands Staff Benefits

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## Annual Leave

Staff receive 28 days annual leave per annum pro rata, plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

## Employee Assistance Services

As part of its commitment to employee wellbeing, Sands offers all Staff access to the Bupa employee Assistance service which offers free and confidential counselling and wellbeing support. Support is available on a range of issues including legal, financial, emotional, health, and work-related concerns.

## Sand Cycle to Work Scheme

Sands has teamed up with Cycle Solutions to provide a Cycle to Work Scheme, which you can join to make considerable savings on the cost of a new bike and equipment.

## Sands Pension Scheme

Subject to eligibility, you will be automatically enrolled into the Aviva Personal Pension scheme as soon as your employment commences. You can decide whether to remain in the scheme and/or make additional voluntary contributions if you wish.

## Life Insurance

All Staff are covered by a Life Insurance Policy which pays 3 x annual salary to nominated beneficiaries. Staff also have access to additional services from Legal and General including legal and financial support, a medical helpline, and a health and wellbeing platform. Additionally, Staff have access to a wide range of shopping offers and discounts, plus advice on finding and funding later life care for their loved ones or themselves.

## Flexible Working

All Staff can apply for flexible working with effect from their first date of employment.

## Maternity Pay

Staff on maternity leave are paid their full salary for the first 26 weeks of their period of leave.

## Tickets for Good

All Staff have membership of a platform which offers free and discounted tickets to a wide range of entertainment events.

## Leave for the Death of a Baby or Pregnancy Loss

Any member of Staff affected by the death of baby or pregnancy loss will be granted leave paid at their normal salary, regardless of the type of loss.

## Sands is a vibrant, growing charity!

With a clear strategy, Sands is repositioning as a learning, developing organisation which aims to achieve excellence through people and offers a collegiate, collaborative working environment – making it an especially exciting time to join the charity.

**Sands is an inclusive and diversity-friendly employer. We are committed to promoting equality, valuing diversity and working inclusively. We welcome and encourage applications from people of all backgrounds and do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age or any other category protected by law.**

# About the role

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Sands offers support to anyone affected by the death of a baby.

This is an exciting and high profile role which is responsible for developing the Befriender role to respond to changes in support requests, promoting ongoing training and ensuring that the recruitment and management of Befrienders promotes diversity. The post-holder will work closely with our Volunteering, Bereavement Support Services and Training Teams to grow a strong team of flexible, competent, supportive Befriender Volunteers across the UK and support the volunteering function within Sands.

You will have an excellent knowledge of volunteering in the charity sector, have a proven track record of supporting and motivating volunteers as well as being able to use communication strategies and online platforms to engage with large numbers of geographically dispersed volunteers.

Experience of building programmes or projects around the principles of equality, equity, diversity, and inclusion is essential, as well as the ability to ensure befriending is represented across all types of bereavement including younger parents and parents from higher risk groups.

Additionally, you will have experience in establishing and maintaining productive relationships with a wide variety of internal and external stakeholders whilst working in a collaborative and inclusive way.

With a highly organised approach, you will have excellent time management skills, and an ability to proactively manage and prioritise a varied workload.

You will also be able to create effective and professional relationships so that Befrienders feel able to manage their volunteering commitments effectively.

## To apply:

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Please submit your CV, together with a supporting statement that demonstrates how you meet the criteria in the person specification to [recruitment@sands.org.uk](mailto:recruitment@sands.org.uk).

CVs and supporting statements should be sent as attachments to an email in either Word or PDF format. The title of the attachments should be your first name, surname and either CV or supporting statement e.g. "Name CV"

Please also complete the Diversity and Equality Monitoring Form and send this with your application.

**Closing date for applications** : 22<sup>nd</sup> September 2024

**Interview Date:** w/c 30<sup>th</sup> September 2024

As we have limited staff resources we are unable to provide candidates with feedback about their applications. **Interviews will be held online.**

# Job Description

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<b>Job Title:</b>	<b>Befriender Programme Officer</b>
<b>Responsible to:</b>	Head of Community and Volunteering
<b>Location:</b>	Home-based, with some requirement to travel around the UK
<b>Contract:</b>	Permanent
<b>Salary:</b>	£33,241 per annum plus £312 per annum Homeworker Allowance
<b>Hours:</b>	35 hours per week

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## **Main Purpose of Job**

This is a key role responsible for managing and developing our fantastic volunteer befriender programme across Sands, ensuring that Sands befrienders are enabled to provide warm, supportive, evidence-based and values-driven peer support to bereaved families across the UK. You will be responsible for developing the befriender programme strengthening foundations, responding changes in peer support requests, promoting ongoing training and ensuring that the recruitment and management of befrienders promotes diversity. You will work closely with our Community and Volunteering, Bereavement Support Services and Training teams to grow a strong team of flexible, inclusive, supportive befriender volunteers across the UK.

## **Principal Tasks and Responsibilities**

- To manage the Sands Befriender programme
- To engage, inspire and support existing Sands befrienders, providing a positive volunteer experience from recruitment to saying goodbye
- To promote the befriender role and investing in the recruitment of new befrienders, particularly from under-represented groups
- To identify learning and development opportunities for befrienders and ensure their compliance with ongoing training
- To develop and maintain organisational policies and procedures regarding befrienders
- To maintain accurate records about our befrienders
- To develop, with the Community and Volunteering Team, a clear volunteer framework to support Sands strategic aims as we develop our volunteering structure

- To support the recruitment and development of further volunteer roles across Sands

#### *Befriender recruitment and management*

- Cultivate a positive and supportive atmosphere for befriending within Sands
- Build a data driven understanding of gaps in service and representation, and make promotion and recruitment decisions to support growth for under-represented towns/regions/groups
- Support continuous improvement and accurate delivery of processes in the welcome journey for new befrienders, including in recruitment, on-boarding and off-boarding processes in partnership with the Volunteer Coordinator
- Work with other teams to develop induction and learning materials for new befrienders, including handbooks, training, and resources
- Oversee the induction experience for befrienders, embedding good practice and recognition for key milestones during the first year and beyond
- Effectively manage the befriender volunteer journey, developing processes and infrastructure needed to support the programme
- Ensure befrienders work within Sands' volunteering policies and guidance, including the development of new resources when required and periodic reviews
- Manage and promote communication between befrienders and Sands to share news, progress, and available opportunities

#### *Engagement and Reporting*

- With the Community and Volunteering Team regularly engage with Sands staff teams, volunteers, and bereaved parents, and use any acquired feedback to facilitate effective and rewarding befriending across the organization
- Support strong links between the Community and Volunteering Team and the Bereavement Support Services Team.
- Present regular updates and reports on befriending
- Promote Sands befriending internally and externally
- Work with the Engagement Team to ensure Sands befriending is represented in an engaging and positive way across Sands social media and the media
- Promote the principle of listening to voices and experiences of volunteers to help inform our work through creating regular opportunities for open and honest conversations with volunteers and promoting existing feedback opportunities
- Deliver regular engagement opportunities with volunteers through online meet ups, workshops and events as appropriate

#### *Volunteering Infrastructure*

- Work with the CRM keeping records up to date and track metrics/KPI's



- With the Community and Volunteering team, ensure the volunteering framework is consolidated and running effectively
- Work with the Bereavement Support Services Team to support the development of befriender involvement in more specialist support areas and online groups

### **General**

- Undertake any other duties commensurate with the role as required by the Head of Bereavement Support Services, Head of Community and Volunteering, Director of Community and Volunteering and Bereavement Support, Chief Executive and Board of Trustees
- Contribute to the successful delivery of Sands' core aims and promote Sands' vision and values at all times
- Work flexibly with other members of staff and team, occasional evening/weekend working is possible
- Consider and promote equality, equity, diversity, and inclusion in all work streams
- Liaise regularly with other Sands departments/teams and keep up to date with what they are doing, working flexibly across the organisation
- Keep up to date with national volunteering practice
- Maintain a high level of confidentiality and professional conduct
- Abide by all Sands Policies and Procedures
- Undertake all mandatory training as required
- Be familiar with matters relating to Health & Safety Management, affecting themselves, their department, and the organisation as a whole

**This job description is not contractual and is liable to change over time**

# Person Specification

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Skills and Experience		
Importance	Criteria	Assessment
Essential	Passionate and knowledgeable about volunteering within the charity sector, up to date with relevant volunteering research and able to communicate findings	Application, interview
Essential	Experience of using communication strategies and online platforms to engage and enthuse large numbers of geographically dispersed volunteers	Application, interview, timed task
Essential	Ability to support volunteers closely connected with the cause they are supporting, empathising with them, and understanding their motivations	Application and interview
Essential	Experience of building programmes or projects around the principles of equality, equity, diversity, and inclusion; ability to ensure befriending is represented across all areas, including type of bereavement, younger parents, parents from higher risk groups	Application, interview
Essential	Experience in establishing and maintaining productive relationships with a wide variety of internal and external stakeholders working in a collaborative and inclusive way	Application, interview
Essential	Ability to create open, professional and boundaried relationships so that befrienders feel able to manage their volunteering commitments effectively	Application, interview
Essential	Excellent verbal and written communication skills and experience of drafting well-written guidance, reports, documents, and resources	Application, interview, timed task
Essential	Experience of using a range of IT packages, including Outlook, Word, Excel, PowerPoint, Teams, Zoom, etc. to develop and maintain effective administration systems.	Application, interview, timed task
Essential	Commitment to work flexibly and travel across the UK to engage with potential stakeholders as required	Application, interview
Desirable	Experience of managing and using CRM/database programmes to produce reports	Application, interview
Desirable	Demonstrable commitment to Sands' aims, and knowledge of the issues relating to baby loss	Application, interview
Desirable	Knowledge and experience of befriending as a volunteer or in a work setting	Application, interview

<b>Core Competencies</b>		
<b>Importance</b>	<b>Criteria</b>	<b>Assessment</b>
Essential	Understanding of personal resilience and professional boundaries in the workplace	Application, interview
Essential	Excellent time management skills, and an ability to proactively manage and prioritise a varied workload	Application, interview, timed task
Essential	Excellent planning and organisational skills, with considerable attention to detail	Application, interview, timed task
Essential	Collaborative and a team player with a positive, warm style, who can support and motivate people to engage with projects with positive outcomes	Application, interview
Essential	A proactive approach to solving problems and challenges	Application, interview
Essential	Enthusiasm for continued learning and a willingness to adapt to changing circumstances	Application, interview
Essential	Understanding of confidentiality and data protection regulations	Application, interview