

Sands  
Application Information

**Befriender Programme Senior  
Co-ordinator**

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September 2022

## About Sands

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Every day in the UK, 13 babies are stillborn or die shortly after birth.

Sands is the leading stillbirth and neonatal death charity and exists to reduce the number of babies dying and to support anyone affected by the death of a baby, before, during or shortly after birth.



Sands provides bereavement support services both nationally through its Freephone helpline, mobile app, 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.



Sands works in partnership with professionals, trusts and health boards and offers 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.



Sands promotes improvements in practice and supports research to better understand the causes of baby deaths and save babies' lives.

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

Over the past 44 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 over 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 Service

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 Aegon 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.

## 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.

## 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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We are looking for a passionate and knowledgeable Senior Co-ordinator to manage our fantastic Volunteer Bereavement programme, to ensure that our Befrienders provide warm, supportive, evidence-based and values-driven support to bereaved families across the UK.

This an exciting, newly-created 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:

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

**Closing date for applications: 16<sup>th</sup> October 2022**

**Interview Date: w/c 24<sup>th</sup> October 2022**

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

# Job Description

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<b>Job Title:</b>	<b>Sands Befriender Programme Senior Coordinator</b>
<b>Responsible to:</b>	Head of Bereavement Support Services
<b>Location:</b>	Home-based, with some requirement to travel around the UK
<b>Contract:</b>	Permanent
<b>Salary:</b>	£32,750 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 our fantastic volunteer befriender programme across Sands, ensuring that Sands befrienders provide warm, supportive, evidence-based and values-driven support to bereaved families across the UK. You will be 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. You 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.

## **Principal Tasks and Responsibilities**

- To manage the Sands Befriender programme
- To engage, inspire and support existing Sands befrienders
- To promote the befriender role and actively recruit 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 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
- Conduct GAP analysis and recruit to under-represented towns/regions/groups
- Manage volunteer befriender recruitment, on-boarding and off-boarding by working with appropriate staff teams

- Work with other teams to develop orientation materials for new befrienders, including handbooks, training, and resources
- Present orientation materials or support others to do so
- Effectively manage the befriender volunteer journey, developing processes and infrastructure needed to support the programme
- Ensure befrienders work within Sands' volunteering policies and guidance
- Manage and promote communication between befrienders and Sands to share news, progress, and available opportunities

### *Engagement and Reporting*

- With the Volunteer Coordinator, regularly engage with Sands staff teams, volunteers, and bereaved parents, and use any acquired feedback to facilitate effective and rewarding befriending across the organisation
- Present regular updates and reports on befriending
- Promote Sands befriending internally and externally
- Work with the Engagement team to ensure Sands befriending is represented digitally across the UK
- Support the administration of the National and Regional Volunteer Advisory Groups
- Work with staff teams, Sands volunteers and the Volunteer Advisory Groups to plan, test, and implement new ways of working
- Deliver workshops and events as appropriate

### *Volunteering Infrastructure*

- Maintain a database of befrienders and track metrics/KPI's
- With the Volunteering team, ensure the volunteering framework is consolidated and running effectively

### **General**

- Undertake any other duties commensurate with the role as required by the Senior Volunteering Manager, Director of 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

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	At least two years have elapsed since your own bereavement, if applicable	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