

Buddy Coordinator

Job description and person specification

Job title: Buddy Coordinator

Responsible to: Sarah Leitch, Director of Restraint Reduction Network

Pay: We can pay £200 per day (or up to £25k FTE).

Location: remote working with some occasional travel (travel costs will be reimbursed)

Hours: We estimate it building up to being 3 days per week work for 6 months.

Introduction – about the role and the project

West Midlands NHS Provider Collaborative 'Reach Out' are piloting a project called, 'Buddies'.

Buddies are people with lived experience of autism, learning disabilities, secure psychiatric care and restrictive practice who now live in the community. Buddies will support someone that is detained in a secure hospital by befriending, advocating, and listening.

A Buddy Coordinator will help organise, mentor and support buddies to do their job well. This means providing help, encouragement, and assistance to buddies before, during and after their calls with the detained person.

Brief description of the job – these are the areas of responsibility

1. To organise the buddy timetable.
2. Mentor and support buddies during the preparation, delivery phase and after the buddying session.
3. To be the third person in the buddy session, if needed. To provide an opportunity to 'write up' the session with the buddy after their buddy session and provide space to talk about the session, also known as a debrief.

4. To facilitate and support feedback from buddy to Ward Champion.
5. To keep good records and support keeping everyone safe during buddy sessions.
6. To support buddies at weekly buddy support group

Key result areas

1. Engage with buddies in a way that is enabling, empowering, participatory, supportive and which, when necessary, provides constructive feedback.
2. Ensure buddies are ready and prepared to attend their buddy sessions, eg phone/email reminders.
3. To attend all buddy engagements with those in services.
4. To escalate buddy concerns and help buddies advocate for the person they are supporting in the ward. This might involve setting up a meeting with staff and providing support to the buddy to raise their thoughts and concerns.
5. To meet with the buddy after their engagement and agree on what is recorded from the session.
6. Keep records of each buddy session and store in accordance with data protection legislation.
7. Assess the skills, values and knowledge of buddies and suggest/recommend further areas of development/training.
8. To ensure the safety and wellbeing of buddies and those receiving support and escalate, using safeguarding procedures, any cause for concern.
9. Provide opportunities for the buddies to feedback any areas of concern they might have over their employment journey.
10. Regularly review and evaluate the buddies experience of their role.
11. Keep records of buddy performance and feedback you have given that makes explicit relevant support needs.
12. To contribute as required to all external quality assurance audits and action points.

General

1. To remind buddies of their sessions/engagements reliably, promptly and in keeping with their reasonable adjustment preferences.
2. To attend buddy engagements and act as a support.
3. To exercise flexibility to ensure that the needs of buddies and recipients of engagement are addressed.

4. To remain vigilant and do everything possible to protect the welfare of the buddies and those receiving support. This includes an absolute requirement to report any incident which could compromise safety or wellbeing.
5. To make sure that buddies have equal opportunities, reasonable adjustments and are fully supported.
6. Provide a regular and safe space for buddies to relay their thoughts and feelings.
7. To partake in the evaluation of the project.

Communication and working relationships

1. To ensure clear and timely communication of information to buddies when necessary.
2. To establish and maintain communicative oversight of the buddy work with the NHS, unit, training providers and senior Coordinators.
3. To use the appropriate level of confidentiality where personal information is involved.
4. To contribute fully to making relationships as empowering as possible by striving to build positive relationships.
5. Give and receive constructive feedback aimed at developing quality of relationships and performance.

Health and safety

1. To take reasonable care for the health and safety of self and that of others.
2. Taking positive steps to understand potential hazards, to comply with well-being, safeguarding and safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.
3. Managing the online space to ensure a safe and secure environment is established.
4. To immediately escalate concerns if they arise to the designated lead.

Person specification

1. Personal or professional experience of inpatient services – essential.
2. Personal or professional experience of co-production and co-delivery – essential.
3. People skills – essential.
4. Common sense – essential.

5. Calm in potentially upsetting or stressful situations – essential.
6. Flexible to work at different times of day or the weekend – essential.
7. Personal or professional experience of coaching and mentoring – essential.
8. Experience of safeguarding self and others – essential.
9. Experience of working in a team – essential.
10. Experience of working on a project – desirable.
11. Experience of keeping records – essential.

Equal opportunities

BILD is striving towards being an equal opportunities employer. In working towards this aim, no employee or job applicant will receive less favourable treatment on the grounds of their role, gender, age, disability, race, nationality, ethnic or national origin, colour, sexual orientation, domestic circumstances, social and employment status, gender reassignment, privately held political opinion, trade union membership, religious or similar philosophical belief, or disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Bild is committed to ensure all employees have fair and non-discriminatory systems for recruiting or accessing training to enhance the development or promotion of staff.

Bild has been awarded Investors in People.

Confidentiality

The confidential nature of the work means that employees working within Bild must maintain the strictest security in relation to documentation and ensure that confidentiality is maintained at all times in accordance with relevant Data Protection and associated legislation.

Health and safety

The postholder is expected to make him/herself aware of and comply with Bild's Health and Safety Policy.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes of the project as it develops.