

BETHEL HEALTH AND HEALING NETWORK



JOB DESCRIPTION: Rapha Health Champion & Listening Service Support Officer

Post/Job Title	Rapha Health Champion & Listening Service Support Officer
Reporting to	Rapha Services Co-ordinator
Accountable to	Senior Operations Manager
Based	Bloomsbury Health Centre, 63 Rupert St, Nechells, B7 5DT
Salary	£22,737 FTE (pro rata)
Hours	21 hours per week worked flexibly each week
Contract	20 Month Fixed-Term Contract – possibility of extension subject to funding
Benefits	25 days annual leave + 8 public holidays (pro rata). Contributory pension scheme

Bethel Health and Healing Network (Bethel) is a multi-award-winning charity that works with the most vulnerable people in society providing practical, emotional, and spiritual support. Bethel runs two main services: the Doula Service for vulnerable pregnant women and the Rapha Service for people with low-level mental health challenges.

Summary of Role

Rapha Health Champion & Listening Service Support Officer, funded through Fairer Futures Fund West Birmingham, will work within the parameters outlined in Bethel's Strategic Plan, collaborating with local groups, consortia and charities. Responsible for recruiting and managing a team of volunteers, accurate record-keeping of the progress of the project, and outcomes for clients.

The role will include preparing reports and statistics and contributing to the future sustainability of the project. To support the Rapha Service Co-ordinator in raising awareness of the project and its profile to ensure clients' voices are heard and listened to. A person with good communication and administration skills and development experience in a community engagement or social care/health environment would be best suited to this position.

BETHEL HEALTH AND HEALING NETWORK



Responsibilities and Duties:

- a. Have a listening caseload of up to 3 clients per week
- b. Co-ordinate and support the delivery of Fairer Futures Group Listening Sessions – targeting communities in West Birmingham
- c. Conduct client initial assessments face-to-face or by telephone/Zoom and match with volunteers
- d. Ensure volunteers complete relevant paperwork and upload to Lamplight (CRM)
- e. Provide support to 50% of active Listener volunteers, reviewing and responding to volunteers' needs and requests
- f. Update Lamplight regularly with referral forms, initial assessments, notes, case studies, volunteer/client records and feedback forms
- g. Collate data and prepare reports for the Rapha Services Co-ordinator/Team Brief Meetings
- h. Support virtual well-being and training sessions for volunteers and clients
- i. Support Rapha service day-to-day administration, administer petty cash and respond to calls and queries
- j. Support the Rapha Services Co-ordinator and Marketing Officer to promote the service
- k. Work closely with Bethel's administrator on other admin tasks as required
- l. Review and create opportunities for service development and innovation, including using and testing AI and new technologies.
- m. Participate in relevant training and development opportunities

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualification	Vocational qualification in a relevant subject (e.g. community development, health, mental health, social care etc.) or equivalent experience.	
Experience and Knowledge	Experience of facilitating groups and planning sessions Experience of developing and supporting community and/or health projects and developing collaborative partnerships.	Experience of working with disadvantaged client groups.

BETHEL HEALTH AND HEALING NETWORK



	<p>Experience of managing and/or working with volunteers and/or interns.</p> <p>Experience of collating service user monitoring information and ability to keep accurate records of work output and financial expenditure for the purposes of review and service development.</p> <p>Experience of working in a multi-ethnic, multi-faith setting.</p>	<p>Experience in a health environment and/or in a community setting.</p> <p>Some knowledge or experience of recruitment and training</p>
Skills and Abilities	<p>Good listening, verbal and written, communication and interpersonal skills</p>	<p>An ability to work with a diverse group of people.</p>
	<p>and a friendly and non-judgmental attitude towards vulnerable people.</p> <p>Computer literate (word processing, PowerPoint, spreadsheets, email and internet), CRM systems.</p> <p>Ability to show flexibility and work under direction and be a team member.</p>	<p>Customer service, skills.</p> <p>Ability to communicate in a community language</p>
Competencies & Behaviours	<p>An understanding of a variety of cultures, together with an understanding of how a change in culture can isolate and affect an individual.</p> <p>A level of self-motivation and initiative, as lone or proactive work is a major part of the role</p>	
Other	<p>Satisfactory Enhanced DBS check.</p> <p>In sympathy with the Christian ethos of Bethel Health and Healing Network.</p> <p>Willingness to adopt a flexible working pattern</p>	<p>Current, clean driving licence and car insured for business use</p> <p>The ability to communicate in a community language</p>

'Bethel Health and Healing Network are committed to safeguarding and promoting the welfare of children and vulnerable adults. All applicants will be vetted for their suitability to work with these groups where required. Applicants for posts that are exempt from the Rehabilitation of Offenders Act will be asked to undertake a Disclosure and Barring Service (DBS) check. Any offer of employment and continued employment will be contingent upon satisfactory vetting results and checks made prior to and during employment where required.'