



Vital Skills in Befriending Managing Waiting Lists & Endings

Assignment

Those wishing to gain the credit rating for the “managing waiting lists and endings” element of the Vital Skills in Befriending Certificate will be required to successfully complete the following assignment.

Time commitment assigned to this assignment is 30 hours

Credit rated at SCQF level 8, 3 credits

Participants will be required to evidence their learning in this section by presenting a written rationale of how they manage their waiting list.

It should demonstrate a knowledge, understanding and practical application of the learning outcomes outlined in the “waiting lists and endings” element of Vital Skills in Befriending Certificate.

It should include sections which:

- Describe how many matches can be effectively supported by your organisation. You should outline-
 - ... the work undertaken to get each individual match up and running
 - ... the potential support needs of each match as it progresses
 - ... the maximum number of matches that can be effectively supported by each worker and by the project as a whole
- Describe how referrals could be reduced at your project by:
 - ... tightening up referral criteria so it specifically refers to those people who will most benefit from the service
 - ... Detailing how you might work alongside referral agencies so they are aware of your criteria and how the befriending relationship works and are therefore making the most appropriate referrals
 - ... closing waiting lists when they are full
 - ... the process which allows a client inclusion onto the waiting list

This should detail a rationale of why these strategies have or have not been employed by the participant’s project.

- Describe how your organisation supports clients whilst they are waiting to be befriended and your rationale for supporting them in this way.
 - ... At least 3 options should be explored for supporting clients on the waiting list. If the participant’s project is not offering 3 options then the participant should describe options that may be available and a rationale of why their project has decided not to take the option up
- Describe the reasons why if managed well a waiting list can be seen as being a positive thing.
 - ... At least 5 positive aspects of having a waiting list should be described

In addition participants should submit an “ending matches” policy. This should include sections detailing:

- At least 5 circumstances in which your project might make a decision to end a match.
 - ... At least 2 of these should be a situation where the participant’s project has made the decision for the match to come to an end, rather than it being dictated by either the client or the volunteer

- What makes for a good ending to a befriending match
 - ... at least 5 examples should be given
 - ... what efforts you make to ensure that this can happen

- The ending matches’ policy should also include a protocol for what happens at your project when a match finishes. This should include a description of:
 - ... how evidence is collected to help with monitoring and evaluation
 - ... How both parties (i.e. client & volunteer) are notified of the match ending
 - ... What support is available to both parties (i.e. client & volunteer) to enable a positive ending
 - ... What happens to any case notes, file information held about either parties (i.e. client & volunteer)