



Befriender

Starbucks Stores



About PIPS:

PIPS Suicide Prevention Ireland Charity is here to provide counselling and befriending support to individuals who are experiencing or have experienced suicidal thoughts or mental unwellness. PIPS Charity also provides support to families and friends who have been touched by suicide.

Our life saving services provide direct support to individuals who are in need. We offer a free, confidential counselling service, with no restriction on the number of sessions provided. We also offer a crises walk in service in Belfast and a crisis telephone service at other locations during our opening hours.

Background:

PIPS Charity seeks to deliver Suicide Prevention and Bereavement Support Services including Counselling, Crisis Support, Complementary Therapies, Befriending, one to one sessions, mentoring and support groups, sign posting to support organisations and home visits across Belfast and throughout Northern Ireland.

The organisation's origins are linked to the unfortunate tragedy of 14 young people taking their own lives over a short period of time and the coming together of a range of stakeholders compelled to try to address the issue. The organisation began, and very much remains, a community led organisation with a strong grass roots led ethos to suicide prevention and self-harm.

PIPS Charity understands that everyone is different, and we need to be able to offer an appropriate service to cater for individual needs. PIPS Charity is one of the few, if not the only suicide prevention organisation that offers an open door service with no appointment needed.

Since our foundation we have strived to combat the high levels of suicide throughout the various communities in Ireland by providing help and support to those families bereaved

through a suicide or self-harm. We do this through the delivery of suicide prevention and bereavement support services, 1 to 1 counselling, befriending services, advocacy support and complimentary therapies and our client led 'no appointment needed' service. This 'no appointment needed' approach ensures there is always someone to contact for a chat when a person might feel vulnerable, might be at risk of suicidal behaviours or is simply in need of assistance. PIPS is their light in the dark.

When a person comes to PIPS for help, they will be spoken to immediately and a stay safe/support plan will be put in place. We have an open door policy; you will not have to wait days or weeks to see a counsellor/therapist. In addition to providing this immediate support, PIPS acts as a gateway to other services. We provide a wrap-around service so that nobody feels alone.

PIPS also provide a range of bespoke training programmes in the form of workshops, which raise awareness and provide individuals with intervention tools and knowledge on topics such as suicide prevention, self-harm, eating disorders, self-care and befriending. To date, these programmes have been delivered throughout Northern Ireland to a wide range of groups, including coaches, secondary school students, universities, charities, community activists and a range of private businesses.

We're extremely lucky to be supported by the community over the years. People have carried out numerous events and fundraising activities, giving us the vital funds that allow us to keep our doors open, and continue providing these necessary life-saving services. We as a charity do not receive any core funding and are able to stay open and functioning by every person in the street who lends a hand.

As the demand for our services continues to grow, the community support and belief in our services has never waned and it is only through the generosity of members of the public and sponsors that we are able to continue our services.

Here at PIPS Charity, we can guarantee that families who have lost loved ones and people in crisis will always be at the heart of our work and their needs will always be paramount in our service delivery.

PIPS Vision & Mission

Our Vision

Our vision is to be recognized for the contribution we can make to preventing the loss of life, supporting families and helping building hope within our community and we do this by striving for a compassionate Society free from suicide.

Mission

We help individuals, families and organisations who have been affected by suicide or mental un-wellness, and we do this by:

- Providing support and counselling services in an accessible and non-judgmental space for individuals to understand themselves and to better navigate their personal path in life
- Providing a neutral, compassionate and supportive environment by offering a space for peer groups to share their experiences of emotional challenges
- Working with organisations to nurture a culture of awareness and understanding of mental wellness, by providing specialist training and volunteering opportunities
- Working with local communities and government bodies to influence societal change with the aim to advance the understanding of suicide and mental wellness within Ireland

JOB DESCRIPTION

Job Title:	Befriender – Starbucks stores
Reporting to:	Clinical Care Team Manager
Contract Type:	Permanent
Hours:	Various hours (starting at 1 hour)
Shift Pattern:	Flexible
Salary:	£12.21 per hour
Location:	Various throughout Northern Ireland to include: Belfast, Ballymena, Craigavon, Newry, Banbridge and Londonderry/Derry

Executive Summary:

We are for looking for individuals who are passionate about people and as part of this role, will meet and befriend vulnerable clients who suffer from mental health illness at the various Starbucks stores listed.

Key Responsibilities:

- Identify public venues suitable for befriending.
- To attend the designated venues(s) and meet with those people who could benefit from the befriending role.
- To communicate effectively and sensitively with people on a one-to-one basis or in groups.
- To maintain absolute integrity and confidentiality in relation to personal issues raised by befriending service users.
- To ensure administration systems are adhered to and records are produced as required.

- To participate in and training as required by PIPS.
- To adopt a proactive approach in promoting PIPS and any activities relating to the programmes and services offered.
- To adopt a flexible approach to working hours of duty.
- To ensure all administration is carried out in a timely manner and report changes at all times.
- To adhere and comply with all PIPS policies.
- To undertake any other duties which may be reasonably requested.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> People who are passionate about helping others in our community who may be vulnerable or suffer from mental ill health. 	Experience of working in a befriending role.
Skills and Attitudes	<ul style="list-style-type: none"> Be of a kind and caring nature with a high degree of genuineness and empathy for people with poor mental health. A flexible approach and positive outlook. Demonstrate excellent interpersonal skills, with the ability to listen & communicate effectively. Demonstrate a non-judgemental approach and a good understanding of person-centred support delivery. Be honest, reliable, adaptable, and can work within professional boundaries. Have a mature attitude and apply common sense approaches within the befriending prole. Demonstrate sound judgement with the ability to work independently and on own initiative. Good record keeping. 	
Driving	To apply for this role, you must have a full driving licence and access to a motor vehicle.	

Application Details

The closing date for Application Forms is **17th March 2025 at 12 noon**. Applications received after this will not be considered.

Completed Application Forms along with the Monitoring Form should either be emailed to liz@pipscharity.com or sent by post, or delivered by hand to:

PIPS
279 Antrim Road
Belfast
BT15 2GZ

We offer you:

- **Competitive Salary**
- **Enhanced Sick Pay – 6 Months full Pay & 6 Months Half Pay**
- **28 Days Annual Leave**
- **11 Paid Bank & Public Holidays**
- **Carryover of 5 Annual Leave Days**
- **TOIL**
- **Compassionate & Bereavement Leave**
- **Occupational Health Service**
- **Employer Pension Contributions**
- **Private Health Care**
- **Flexible Working Hours**
- **Comprehensive Induction & Support**
- **On The Job Learning**
- **Car Mileage Scheme**
- **Family Friendly Policies**
- **Free External Counselling Service**
- **Learning and Development Opportunities**
- **External Paid Training**