

AGE UK BOURNEMOUTH, POOLE & EAST DORSET

JOB DESCRIPTION

POST TITLE:	Befriending Coordinator/low level Support Worker, BCP
SALARY:	£12,670 pa (actual)
HOURS:	20 per week, Mon - Thurs
RESPONSIBLE TO:	Community Connections Manager, Chief Executive and ultimately Trustees of Age UK Bournemouth, Poole & East Dorset

Job Purpose:

To coordinate our Befriending Service and support clients within our Community Connection Service either by telephone or home visits (where necessary) to provide low level support to individuals who have become socially isolated.

You will be responsible for overseeing the volunteer befriending process, including the allocation of clients to volunteer befrienders in addition to providing low level support to both the volunteer and their client.

You will also manage a small caseload of Community Connections clients who have become socially isolated, working on a 1-1 basis to provide short- and long-term goals to enable reintegration into the community.

Main Tasks

- To receive referrals from the Line Manager/ colleagues - (befriending referrals).
- Interview potential volunteers and follow through befriending process including induction, policies and procedures of the organisation.
- Undertake initial home visits and match volunteers with client.
- Maintain regular contact with befrienders and provide guidance, advice and support.
- Where necessary, refer befriending client back to referring Support Worker where complex needs identified.
- Ensure receipt of monthly report sheets and expense claims.
- Undertake 6-monthly reviews for new befrienders and annual reviews for existing volunteers.
- Arrange quarterly befriending meetings, taking and distributing minutes.
- Complete and maintain internal databases.
- Arrange appropriate training programs for volunteers.
- To receive referrals from Community Connections Manager for Community Connections Service.
- Contact the client within the specified time limit as directed by contractual requirements.

- Use a person-centred approach to complete our online assessment and agree short- and long-term goals.
- Provide regular contact with client, to ensure identified goals are met and discharge can be achieved, where possible, in line with contractual requirements.
- Provide information and support to enable client to integrate into the community, either by services provided by Age UK BPED or activities/ services provided by alternative providers at client's choice.
- Refer any safeguarding concerns to the community Connections Manager.
- Advocate for the client if necessary, however, where possible, encourage client autonomy and independence.
- Provide basic benefit advice/ form completion or refer to Age UK BPED benefit team if required.
- Maintain clear, accurate and timely records of all clients contact on our internal databases.
- Undertake necessary training – to be agreed by Head of Service who will allocate relevant training via Grey Matter or other resources
- Adhere to all Age UK BPED policies and procedures.
- Undertake any other reasonable duties as requested by your Line Manager, Senior Managers, Chief Executive or Trustees.

The job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which maybe varied, (after discussion with the postholder) subject to the needs of the organisation, and in keeping with the general profile of the post.

The post will predominantly be based in our Winton office, with the potential to also work at the Ferndown Hub.

Home visits will be required where necessary, so access to a vehicle with business use insurance is essential.

Essential Criteria

- Experience of working with older people and knowledge of the issues which affect this client group.
- Ability to identify and respond effectively to client concerns.
- Ability to identify and prioritise case load requirements.
- Experience of working with health and social care professionals and voluntary organisations.
- Ability to manage stressful and challenging situations.
- Experience of working with volunteers.
- Excellent communication skills.
- Excellent, accurate and timely record keeping/ written skills.
- IT literate- office 365/ databases/ Excel.
- Car driver / owner with business use insurance.