

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Befriending Coordinator
Reporting to:	Befriending Manager
Responsible for:	Befrienders and Befriending Volunteers
Hours of work:	4 days per week (Monday to Friday)
Normal hours:	9.30am to 4.30pm (inclusive of a daily 30-minute lunch break) although flexibility is required to ensure the objectives of the role are met
Main place of work:	Greenford Community Centre ('the Centre') 170 Oldfield Lane South, Greenford UB6 9JS.

A job description is a written statement reflecting the main requirements and essential characteristics of the job. It is not intended to be an exhaustive list of the duties a post holder might be called upon to perform.

JOB CONTEXT

Age UK Ealing's mission is to promote the wellbeing of all older people in Ealing and empower them to achieve a full quality of life. We provide a range of support services for older people in the London Borough of Ealing including an **Information & Advice, Day Centre, Befriending, Digital Inclusion and Gardening Service**. We also run the Greenford Community Centre, where our office and services are based alongside a range of other community activities.

PURPOSE OF THE ROLE

Age UK Ealing Befriending Service consists of two elements, the Neighbourly Connectors and Telephone Support, helping older people in the London Borough of Ealing in tackling loneliness and isolation and seeks to support older people in building and maintaining independence.

The post-holder will support the Befriending Manager to develop and manage the day to day running of the service across the borough including assessing referrals and home visits; and to support the Befrienders and a team of Volunteers, ensuring that the delivery of services meets the required standards and targets.

Main Duties and Responsibilities:

1) Service Coordination

- a) To work with the Befriending Manager in developing the service including marketing and promotion, ensuring that it meets the needs of beneficiaries and provides a safe service for all
- b) Ensure that the service meets the outputs and outcomes as required by the funders
- c) To measure the success of the service by collecting quantitative and qualitative data
- d) To ensure that the service links in with the rest of the organisation

- e) To coordinate the operational requirements of the partnership which is working together to deliver the service and to collate necessary data as required
- f) To maintain strong working links with partners to ensure a cohesive approach and smooth working of the partnership to deliver the outputs and outcomes required
- g) To undertake activities to target promotion of the service to outside agencies, especially any under-represented groups e.g. BAME community

2) Staff Management, Support and Training

- a) To supervise and support the Befrienders
- b) To providing coaching and mentoring
- c) To monitor performance and conduct supervisions
- d) To complete an annual Performance Management Report in accordance with the values and policies of Age UK Ealing

3) Volunteer management, Support and Training

- a) Work with the Volunteer Manager to recruit suitable volunteers to the service
- b) Match befriending volunteers with compatible service users
- c) To identify and coordinate volunteer training sessions, to induct, build befriending skills and knowledge of local areas and activities and promote safeguarding awareness
- d) Provide volunteer support sessions, offering on-going training and support ensuring that volunteers have an excellent volunteering experience
- e) Support the volunteers to have an excellent volunteering experience at Age UK Ealing

4) Evaluation & Reporting

- a) To work with the Befriending Manager to regularly review service and monitor targets, using this information to advise on, initiate and develop new services as appropriate
- b) In conjunction with the Befriending Manager, prepare monitoring report for the management team, CEO, Board and funders as required
- c) Working with the Volunteer Manager to review volunteer and clients' experiences and evaluate the effectiveness of the service

5) Reward and Recognition

- a) To develop and implement recognition structures for befriending volunteers, including certification, reflective learning opportunities and organising social events to recognise the input of all the befriending volunteers
- b) Where possible to nominate service/volunteers for local and national recognition awards

6) General

- a) Ensure all relevant administration and reporting is completed in a timely manner as required
- b) To behave in a professional manner to build good working relationships with colleagues, service users and external agencies
- c) Postholder will be required to be flexible with their working hours, as some volunteer interviews and befriending matches may need to be conducted outside of regular working hours (evenings/weekends)
- d) To support colleagues with the provision of information as requested for other functions within the organisation
- e) Implement the delivery of new standards as they arise
- f) Comply with all policies and procedures and promote Equal Opportunities, Safeguarding and Data Protection
- g) Report any Health & Safety, Safeguarding or Data protection concerns

- h) Attend training and team meetings as required
- i) Undertake other duties that may from time to time be reasonably required, e.g. attending community events, assisting with fundraising activities etc.

Person Specification

Essential:

- Experience of coordinating a befriending service or similar service
- Experience of managing/supporting volunteers
- Experience of working with and supporting older people or another vulnerable group
- Knowledge of issues affecting older people or another vulnerable group
- Ability to prioritise and manage workload
- Ability to work alone or as part of a team
- Good communication skills (written and verbal)
- Competent use of MS Office (Word, PowerPoint, Excel and email) and database
- Able to reflect on own performance
- Able to act as a representative of the organisation externally
- Ability to listen to others and to explain things clearly
- Ability to assimilate and understand information by listening, reading and use of the telephone

Desirable:

- Experience working within the charity sector
- Ability to develop ideas for expanding the befriending service
- Willing to work to guidelines and standards and to take a flexible approach to work
- Awareness of discriminatory practices and equal opportunity issues

General requirements:

- To develop and work with other and agencies; and to seek and offer support
- Willingness and interest in learning, to attend training, meetings and other community events
- Able to work without direct supervision and demonstrate initiative
- Understanding of outputs and outcomes monitoring and reporting