

**JOB DESCRIPTION**

**TITLE: Befriending Coordinator**

**LOCATION: Hot desk based in Lewes with home working and travel**

**HOURS: 35 hours per week Monday to Friday with occasional out**

**of hours working as required by the role**

**RESPONSIBLE TO: Health & Wellbeing Team Leader**

**RESPONSIBLE FOR: Volunteer befrienders**

**PURPOSE OF THE POST:**

To grow and lead our team of volunteer befrienders (principally telephone-based but with some flexibility for face-to-face befriending) to support older people across East Sussex so that they experience reduced loneliness and improved mental wellbeing.

**DUTIES AND RESPONSIBILITIES:**

**Project Management**

* Coordinate the service in line with agreed objectives.
* Report Quarterly the service’s performance and impact.
* Ensure effective project evaluation and work closely with the Health and Wellbeing Team leader to ensure there is appropriate engagement with broader development activity to address loneliness and improve wellbeing.

**Volunteers**

* Lead and grow a team of motivated volunteer befrienders.
* Working with the charity’s’ central Volunteer Coordinator recruit and onboard volunteers into the charity in line with the volunteer engagement process.
* Train volunteer befrienders to deliver effective support and achieve the outcomes of reduced loneliness and improved mental wellbeing.
* Match volunteer befrienders and clients.
* Monitor volunteer befriending activity and relationships, providing effective oversight and support. and report back against service objectives.
* Provide on-going advice, support, and supervision to volunteers in their befriending activity -including managing a successful ending and/or transition away from the service as appropriate.
* Ensure best practice in all aspects of volunteer management including ensure reimbursement of genuine out of pocket expenses.
* Maintain accurate volunteer records.
* Responsible for ensuring the Health & Safety of volunteers.

**Clients**

* Receive referrals of new client and discuss with them/assess their support needs re their experiences of loneliness and sense of wellbeing.
* Utilise the charities Customer Relationship Management system, Charity Log, to onboard clients correctly into the service and maintain accurate client records.
* Oversee the clients experience of being befriended.
* Support clients engagement with the befriending relationship in line with the service objectives through partnering with a local volunteer befriender.
* Monitor client outcomes using the charity’s’ Quality of Life Indicator framework and report back collectively for all clients on a quarterly basis.

**Customer Relationship Management**

* Act as the central point for all incoming enquiries for Befriending services.
* Onboard all volunteer befrienders onto Assemble (the charity’s volunteer management system) and clients onto Charity Log (the CRM system).
* Log client and volunteer activity and accurately capture and maintain data in accordance with data protection policies and procedures.
* Identify opportunities for clients to benefit from our wider services and signpost as required.
* Work with the fundraising team to identify opportunities to raise donations from clients and actively make legacy and donation asks through the volunteer team.

**Quality processes**

* Ensure compliance to Age UK East Sussex’s quality standards (currently ISO 9001 and Age UK’ Organisational Quality Standard and Information and Advice standard).
* Ensure that regular customer satisfaction surveys, for all activities, are conducted and summaries are provided to the Quality Manager for presentation at the quarterly quality review meetings.
* Ensure that all complaints are logged and acted upon according to the complaints procedure.
* Ensure that all non-conformance of services and activities (i.e., where the service/activity does not meet the standards expected), are reported to the Business and Operations Director
* Ensure that you raise risks and issues with the Business and Operations Director

**OTHER:**

* To work within the policies, procedures and quality frameworks adopted by Age UK East Sussex with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements.
* To undertake relevant training as required by the organisation and agreed with your line manager.
* To be an Ambassador for the Charity, positively promoting the organisation and its services at all times.
* To undertake other such responsibilities and duties as may be reasonably required by your line manager within the level and grading of the post and to work flexibly as required.

Age UK East Sussex reserves the right to review this job description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.



**PERSON SPECIFICATION**

|  | **Requirements:** | **Essential/Desirable:** | **How Assessed (A, application, I interview):** |
| --- | --- | --- | --- |
| **Education/ Qualification** | GCSE or equivalent Grade C in English and Mathematics. | E | I |
| Full Clean Driving License | E | I |
| **Experience/ Knowledge** | A minimum of 2 years’ experience coordinating projects  | E | A/I |
|  | Knowledge of best practice in volunteer management and demonstrable experience of working successfully with volunteers. | E | A/I |
|  | Awareness of the issues affecting older people and the quality of later life. | D | A/I |
|  | Knowledge of service-related health & safety, risk and safeguarding processes | D | I |
| **Skills and Abilities** | A proven ability to motivate people, volunteers, and clients to achieve positive outcomes and empower success | E | I |
|  | Ability to organise and motivate self, manage own and others time and priorities and take appropriate responsibility  | E | I |
|  | Ability to monitor and to prepare quality performance management reports | D | I |
| **Other** | Ability and willingness to travel throughout East Sussex as required. | E | A |
|  | Commitment to equal opportunities to all members of the community | E | A |
|  | Supportive of the charity’s aims and objectives | E | A |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the Charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.

**Employee:**

**Name............................................................................................................................**

**Signature........................................................................................................................**

**Date...............................................................................................................................**