



JOB DESCRIPTION

JOB TITLE: Befriending Project Worker

ACCOUNTABLE TO: Befriending Coordinator

RESPONSIBLE FOR: None.

JOB PURPOSE: Oversee the day-to-day operations of the Befriending Services.

Duties and Responsibilities:

1. Support the coordinator with the smooth running and operation of befriending services across the county
2. Undertake service user assessments to establish needs, either over the telephone or face to face.
3. Liaise with partner agencies to ensure that they are aware of the project and how to refer.
4. Liaise with other projects within Age UK Leicester Shire and Rutland to ensure that befriending activity is effectively co-ordinated and promoted.
5. Promote the service to potential service users and informal/ family carers.
6. Adhere to procedures that are in place to enable service users to be matched with volunteers.
7. Respond promptly and appropriately to referrals and professional organisations, and to service users' needs. Where appropriate, to cross refer service users for information, advice, advocacy or additional services.
8. Assist with service monitoring and the gathering of statistical data, including service user and volunteer questionnaires, feedback and case studies.
9. Contribute to developments in procedures, standards and service provision that will improve the quality of the service.
10. Use and update databases and the CRM system with service user information.

11. Produce client and volunteer correspondence, promotional material and social media content

Training and Development:

1. Undertake all appropriate training as required to deliver the service.
2. To assist with the development and maintenance of an ongoing programme for the recruitment, induction, training and support of volunteer befrienders.

Health and Safety:

1. Adhere to all policies in relation to health and safety and ensure all necessary training needs are met, to assist with the provision and completion of risk assessments within the work place environment and on home visits.

Working Practices/General:

1. Demonstrate an awareness and understanding of all Age UK Leicester Shire & Rutland's policies and procedures.
2. This post is subject to a disclosure application with the Disclosure & Barring Service as to the existence and content of any criminal record.
3. Any other duties that may reasonably fall within the purview of the job.

Behaviours:

1. Demonstrates role model behaviour at all times.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____ **Date** _____

Please print name: _____