

**Age UK Redbridge, Barking & Havering**

**Volunteer Co-ordinator – Befriending Service**

**Job Description, Ref: VOL/0624**

1. JOB TITLE: Volunteer Co-ordinator – Befriending Service
2. HOURS: 28 or 35 hours per week
3. SALARY: £25,351 per annum for 35 hrs/week or £20,281 for 28hrs week
4. REPORTS TO: Senior Manager Home Support Services
5. LOCATION: Redbridge
6. MAIN AIM OF POST: Working with existing Befriending Coordinator and Volunteer Coordinator to provide a Befriending Service (Forget –Me-Not) for older Redbridge residents to reduce isolation. This will involve supporting all aspects of volunteer recruitment and management as well as carrying out risk assessment for residents and matching volunteers to service users for home visits and/or telephone befriending. The post will involve case management, monitoring and supporting service evaluation as well as promotion of the service.
7. MAIN RESPONSIBILITIES AND DUTIES:

7.1 To recruit and select Befriending volunteers in line with Age UK Redbridge, Barking & Havering recruitment policies and procedures.

7.2 To support the basic induction training for volunteers and to arrange ongoing training

7.3 To liaise with Befriending Co-Ordinator and Volunteer Co-Ordinator regarding any volunteering issues.

7.4 To work as part of the Forget-Me-Not Befriending Service team, liaising with the co-ordinator with regard to assessment, co-ordination, matching of volunteers and review of clients and provision of befriending calls.

7.5 To provide ongoing support to volunteers including regular supervision meetings

7.6 To liaise and work with other Age UK Redbridge, Barking & Havering staff and other relevant professional stakeholders to set up and develop the Befriending service including promotional talks and events.

7.7 To attend staff meetings and also to represent the organisation at appropriate external meetings.

7.8 To maintain accurate database records and monitoring information and support the evaluation of the service.

* 1. To provide staff cover as required by the line manager.

7.10 To comply with all Age UK Redbridge, Barking and Havering policies and procedures with particular regard to Equal Opportunities, Health and Safety, and Confidentiality.

* 1. Attend training courses and other meetings as required as well as attend regular supervisions and annual appraisals.
  2. To be committed to Age UK Redbridge, Barking and Havering’s policy and procedures on keeping adults safe from abuse, ensuring that all abuse is reported to the Senior Manager for Advisory and Wellbeing and that safeguarding is embedded in all decisions and actions.
  3. To undertake any other duties as may be reasonably required by the line manager and interagency implementation group. This job description may be subject to change in consultation with the post holder. The post holder will be required to work flexibly in accordance with service and organisation needs.

**Volunteer Befriending Coordinator Person Specification**

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|  | **Essential** |
| **Skills, knowledge and experience** | 1. Ability to initiate, develop and support volunteer projects including:    1. Recruitment, selection and initial training of volunteers    2. Liaise with Volunteer Co-Ordinator and Befriending Service Co-Ordinator ensure on-going volunteer supervision, management and training. |
| 2. Understanding of the needs of older people including those who are particularly isolated and vulnerable. |
| 3. Ability to write reports, maintain records and communicate effectively (in writing and verbally) |
| 4. Excellent interpersonal and team working skills with abilities to support and motivate volunteers. |
| 5. Ability to promote the work of Age UK Redbridge, Barking & Havering and the service by liaising and networking with other agencies and local older people’s groups. |
| 6. Ability to publicise the work of Age UK Redbridge, Barking & Havering and the role of our volunteers both verbally and in the production and provision of publicity/promotional materials. |
| 7.Well-developed organisational skills, including management of volunteers, |
| 8. Capacity to build positive rapport with volunteers, members, colleagues and other professionals |
| 9. Excellent communication skills, with the ability to communicate effectively and creatively, both verbally and in writing |
| 10. Ability to work with the minimum of supervision and to demonstrate imagination and initiative as well as being proactive. To work as part of a team and seek and offer/receive appropriate support to/from other staff. |
| 11. Computer literate, able to use Microsoft packages, email, the internet, web searches and databases |
| 12. Understanding of quality systems and abilities to ensure collection of electronic data efficiently in order to provide statistical evidence for analysis. |
| 13. Knowledge of local services and support available to older people; problem solving abilities to support client to achieve independence |
| 14. To be aware of, and comply with, Age UK Redbridge, Barking & Havering policies with particular regard to Equal Opportunities, Health and Safety, Confidentiality and Safeguarding vulnerable adults. |
| 15. This post is subject to a check through the disclosure and barring service (formerly CRB) |