

## Job Description & Person Specification

<b>Job Title:</b>	Befriending Co-ordinator
<b>Hours of Work:</b>	Full Time/Part Time
<b>Reporting to:</b>	Service Lead
<b>Hourly Rate:</b>	£13.36 per hour
<b>Location:</b>	Worcester, Malvern & Herefordshire Localities

### Overview

For Age UK Worcester, Malvern & Herefordshire Localities, the Befriending Service is one of its most important services tackling loneliness and isolation for older people in our community. This role would suit anyone who would like to play a key part in further developing a well-established service that makes a real difference to its community. Excellent people skills, a strong initiative, and effective communications are required for this role, including an ability to build relationships with clients and volunteers, and undertake matching in an astute and sensitive manner. While supported by the Service Lead, the ideal candidate for this position will be self-motivated and enjoy a certain amount of autonomy. The role will demand a division of time between the office, and out in the community completing home assessments and matching visits. The position will be subject to a satisfactory DBS check and references.

### Main Duties and Responsibilities

- To co-ordinate the befriending service, ensuring that activities are running optimally and safely for both clients and volunteers.
- To ensure that the Service's approach is person-centred and holistic.
- To monitor referrals to the befriending service with care, to carry out initial assessments in the client's home, and to facilitate the match to a befriender.
- To communicate with and work closely with the wider team to allow the processes and systems of the befriending service to run smoothly and effectively.
- To implement the ongoing evaluation of the befriending service, prepare monitoring reports and to attend internal and external meetings relevant to the service
- To update the Charity Log database in a timely manner in relation to all activities. To provide stories and case studies in relation to volunteers and volunteering as requested by colleagues
- To work closely with the Volunteer Coordinator and recruit, train, and supervise befriending volunteers including interviews, carry out online DBS checks, and befriending training.

- To adhere to safeguarding and GDPR, keeping confidentiality top of mind in respect of contacts and information.

### **General Requirements**

- To take ownership of the project, meet targets, and share any ideas that may improve the offering.
- Ensure all relevant administration and reporting is completed in a timely manner as required.
- To behave in a professional manner to build good working relationships with colleagues and external agencies.
- Postholder may be required to work some evenings and weekends to interview volunteers and or to match a befriender.
- To support colleagues with the provision of information as requested for other functions within the organisation.
- Implement the delivery of new standards as they arise.
- Comply with and promote Equality, Diversity and Inclusion, Safeguarding, and Confidentiality as specified by policies and procedures.
- Report any maintenance or Health and Safety issues for further action as they arise.
- Attend team meetings and trainings as required.
- Undertake other duties that may from time to time be reasonably required.
- To network and foster relations with relevant external organisations regarding updates with the service.

## **Person Specification**

### **Essential**

- One year or more experience working with older people – either in a formal or informal capacity.
- An understanding of the impacts of loneliness and isolation.
- Experience of a volunteer led service.
- Experience of person-centred and holistic working.
- Ability to prioritise and manage workload.
- Ability to assimilate and understand information by listening, reading and use of the telephone.
- Confident listening, communication and inter-personal skills.
- Ability to write legible and intelligible notes; to fill in forms; and to carry out basic calculations.
- Willing to work to guidelines and standards and to take a flexible approach to work.
- Ability to listen to others and to explain things clearly without jargon or being patronising.

- Awareness of discriminatory practices and equal opportunity issues; and a commitment to social justice and equity.
- Ability to work alone and as part of a team.
- To work with other and agencies; and to seek and offer support.
- Willingness and interest in learning, to attend training, meetings and other events.
- Competent use of MS Office (Word, PowerPoint, Excel and email).
- Warm and approachable style.
- Able to reflect on own performance.

### **Qualifications and Training**

- Good standard of general education, including GCSE (or equivalent) Maths and English.

### **Personal Attributes**

- Flexible approach to work and ability to adapt to shifting priorities.
- Ability to respond to challenging situations calmly and reasonably.
- Personable and approachable.
- Enthusiasm and commitment to working with older people, with an understanding of their needs.
- Committed team player.

### **Other**

- Understanding of and respect for the charity's values.
- Full clean driving license, access to own transport, and willingness to use it for business travel.