

Draft April 2020

Role Description

Job Title:	'Friend in Need' Volunteer Officer
Location:	Wales – based in the Cardiff or Mold office, or potential to be home based within Wales
Contractual Status of Role:	35 hours per week - fixed term to 31 March 2021
Job Title of Line Manager:	Operations Manager

Job Purpose

To co-ordinate the recruitment, support and management of volunteers for the 'Friend in Need' telephone befriending service, and oversee the day to day implementation of the service, in a consistent and efficient way to ensure a high quality volunteer experience.

Main Duties and Responsibilities

1. To coordinate the recruitment, selection, motivation and retention of volunteer telephone befrienders for the 'Friend in Need' service.
2. To ensure the 'Friend in Need' service is promoted widely to a diverse audience across Wales
3. To develop, and deliver volunteer induction and ongoing training to meet the volunteers' needs.
4. To coordinate the pairing of volunteer telephone befrienders with older people
5. To work with partners to develop a range of materials, resources and signposting information for volunteers as necessary.
6. To co-ordinate the attendance and contribution of volunteers at key promotional events as necessary
7. To ensure volunteers receive regular communications in relation to the 'Friend in Need' service and the work of Age Cymru

[Type text]

8. To ensure accurate data recording and effective monitoring, evaluation and reporting of all volunteer activity in line with agreed practice as required.
9. To create, maintain and update the 'Friend in Need' service on the Age Cymru website

Person Specification

Person Specification	
Experience	<ul style="list-style-type: none">• Coordinating, recruiting, selecting and supporting volunteers• Designing and delivering training related to volunteer induction/policy and procedures.• Data recording, monitoring, evaluation and reporting
Knowledge	<ul style="list-style-type: none">• Needs and aspirations of older people• Safeguarding of older people• Commitment to equal opportunities, and developing services or support that meets the needs of specific target groups
Skills and ability	<ul style="list-style-type: none">• A confident and positive approach to handling interaction with others by using a full range of interpersonal skills (eg tact, diplomacy, negotiation, influencing, assertiveness).• Ability to produce written materials to a high standard, for example, leaflets and promotional materials.• Ability to work with a wide range of people, and different audiences• Ability to identify potential blocks to progress and adapt work appropriately to overcome obstacles to achieve goals.• Ability to manage complex workloads and meet strict deadlines.• Ability to work flexibly and proactively on own initiative and also as part of a team.• Reliable and willing to accept responsibility and take decisions when appropriate.

[Type text]

	<ul style="list-style-type: none">• Ability to use a variety of IT software applications (ie; Microsoft Office).• Ability to speak Welsh - Desirable
Qualifications	Relevant degree or equivalent professional qualification or experience in relevant subject area.

Additional Circumstances:

The post holder will be required to travel by car throughout Wales and work some unsocial hours. These requirements will be planned in advance.

This role description is not intended to be exhaustive in every respect, but rather to define the fundamental purpose and responsibilities for the role. Therefore, this role does not define any individual role holder.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

SIGNED FOR AND ON BEHALF OF AGE CYMRU	Signature: Name: Title: Date:
--	--

SIGNED BY ROLE HOLDER	Signature: Name: Date:
------------------------------	------------------------------

Draft April 2020