

Befriending Coordinator

Job Description and Person Specification



Age UK Westminster exists to promote the well-being of older people in the City of Westminster and help make life a fulfilling and enjoyable experience within our local community.

Job Title:	Befriending Coordinator
Salary:	£25 000 – 27 000 pro rata + 7% pension contribution
Hours:	21 hours per week
Responsible to:	Wellbeing & Connections Coordinator
Main Location:	Beethoven Centre Third Ave, London W10 4JL and home visiting in the city of Westminster
Main Purpose of Job:	<ul style="list-style-type: none">• To co-ordinate the day to day running of Age UK Westminster's Befriending Service• To ensure that both clients and volunteers experience positive outcomes• To ensure that the Befriending systems and processes are effective and efficient.

For Age UK Westminster, the Befriending Project is one of its most important services tackling loneliness and isolation for older people in our 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 Wellbeing & Connections Coordinator, 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.

Functions of the Befriending Coordinator's Post

As a Befriending Co-ordinator, your role will be to:

- Manage the face-to-face and telephone befriending projects
- Contribute to and implement best practice in befriending
- Work with the wider team in running and growing the Befriending Project
- Manage and support volunteer befrienders

Befriending Coordinator's Role Responsibilities

1. To co-ordinate the befriending service, ensuring that activities are running optimally and safely for both clients and volunteers.
2. To ensure that the Service's approach is person-centred and holistic
3. 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.
4. To communicate with and work closely with the Wellbeing & Connections Coordinator to allow the processes and systems of the befriending service to run smoothly and effectively.
5. To implement the ongoing evaluation of the befriending service, prepare monitoring reports and to attend internal and external meetings relevant to the service
6. To update the Charity Log database in a timely manner in relation to all activities.
7. To provide stories and case studies in relation to volunteers and volunteering as requested by colleagues
8. To work closely with the Volunteer Coordinator and recruit, train, and supervise befriending volunteers including interviews, carry out online DBS checks, and befriending training.
9. To adhere to safeguarding and GDPR, keeping confidentiality top of mind in respect of contacts and information.

General

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

Responsibilities of the Charity

Age UK Westminster will support the role as follows:

- Line management and support from the Wellbeing & Connections Coordinator
- Induction training and briefing
- Database training
- Regular briefing/update meetings and emails
- Provision of materials where appropriate
- Ongoing opportunities for learning and development

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

Desirable:

- Supervisory experience

Befriending Coordinator Job Description and Person Specification

- Volunteer management experience
- Experience of developing volunteer training programmes
- Experience in coordinating a befriending service or similar service
- Knowledge of issues affecting older people