



Friendship Co-ordinator

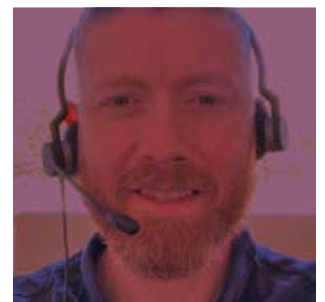
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

Our national Telephone Friendship Service currently supports nearly 5,000 older people across the UK, offering them a friendly chat each week with a dedicated volunteer. In this role, you will make sure that both older people and volunteers have a really positive experience with our Telephone Friendship Service. You'll be the first port of call for any enquiries about the service, or if older people or volunteers need any support with their friendships. You'll work as part of a team, dealing with inbound and outbound phone calls and emails, onboarding volunteers to the service, monitoring calls and carrying out different admin tasks.

What you'll do for us:

- Carry out all parts of volunteer onboarding- processing ID checks, checking references and carrying out volunteer interviews
- Provide volunteers with advice, support and training
- Monitor calls for training and safeguarding purposes, providing feedback to volunteers when needed
- Deal with any enquiries about the service via phone and email



“Being a Friendship Co-ordinator I get to work with a great team and help provide a fantastic service that makes such a positive impact on older people's lives.”

Dave
FRIENDSHIP
CO-ORDINATOR

Our values



Collaborative



Impactful



Ambitious



Inclusive

Friendship Co-ordinator

- Match older people with volunteers based on common interests
- Co-ordinate the admin of arranging calls- booking first calls and following up on these
- Offer general support to older people using our service
- Signpost and refer older people to other services when appropriate
- Identify any potential safeguarding issues, escalating as appropriate

What we need from you:

The below competencies will be assessed at the indicated stage of the recruitment process: **Application (A), Interview (I), Written test (T).**

Must have:

- Excellent communication skills - both written and verbal (A, I, T)
- Confident and friendly telephone manner (A, I)
- A passion for supporting older people (A, I)
- Excellent IT skills including Microsoft Office (A, I, T)
- Ability to manage a busy workload (A, I)
- A commitment to promoting equality and diversity (A)
- Being a positive team player (A, I)

Great to have:

- An understanding of older people's issues (A, I)
- Experience supporting volunteers (A, I)
- Knowledge of safeguarding issues (A, I)
- Experience of working with older people over the phone (A, I).

Extra information:

This role is a 35-hour working week, 5 days out of 7 with start and end times between 8am and 6pm. It will include weekend and bank holiday shifts, which will be arranged on a rota basis.

Any other details

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role.

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.

Age UK acknowledges that some groups are less likely to apply for roles and we welcome applications from anyone who feels they have the skills, time and energy to commit to us.

Location

Ashburton (Devon)/ Blackpool. This role offers a hybrid model of home and office based-working, so you will need to be within a reasonable distance of either the Blackpool or Ashburton office and be willing to travel there regularly to work in the office.

People management

No

Division

Services



ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London, EC3N 2LB.
Registered charity number 1128267. Company number 6825798.