

JOB DESCRIPTION

TITLE: Befriending Manager
ACCOUNTABLE TO: Director of Services
RESPONSIBLE FOR: Befriending Coordinators and Befriending Volunteers

JOB PURPOSE

To oversee and co-ordinate Age UK Leicester Shire & Rutland's befriending projects and services. The post-holder will line manage Befriending Coordinators, oversee the recruitment and support of volunteers, ensure consistent quality, safeguarding and data standards across the service, and meet all funder reporting and performance requirements.

MAIN RESPONSIBILITIES:

LINE MANAGEMENT & STAFF SUPPORT

1. Line manage Befriending Coordinators, ensuring they have the knowledge, support and skills required to deliver a responsive and effective service.
2. Provide Befriending Coordinators with regular supervision and support that enables them to achieve and maintain the required standard of performance.
3. Contribute to the recruitment and selection of staff.
4. Carry out induction and probation of line-managed staff.
5. Undertake annual Review and Development with line-managed staff and conduct regular reviews of agreed actions as part of supervision meetings.
6. Liaise with line manager and the HR team regarding staff conduct and performance.

VOLUNTEER OVERSIGHT

1. Oversee the role management, induction and ongoing support of Befriending Volunteers.
2. Support volunteer engagement activities and ensure volunteers are appropriately recognised and retained.
3. Oversee the recruitment, training and ongoing support of befriending staff and volunteers.

SERVICE DELIVERY & CASE MANAGEMENT

1. Ensure that there are systems in place to support effective referral, triage, allocation and case management processes, so that potential service users are directed to the most appropriate service or form of support.
2. Support with carrying out assessments and matching volunteers to people accessing the service where required.
3. Liaise with other Senior Managers to ensure that there are mechanisms in place to signpost and refer people to other or additional sources of support.
4. Ensure that the service provided is inclusive and culturally sensitive.

DATA, REPORTING & QUALITY

1. Provide the required KPIs and case studies for each befriending project as per grant agreements, including monthly Gift of Friendship reporting, quarterly reporting for North-West Leicestershire District Council and quarterly reporting to Getting Help in Neighbourhoods (Rutland).
2. Oversee data quality and ensure that there are clear and consistent procedures in place to support this.
3. Oversee systems to record and monitor outcomes relating to the provision of befriending.
4. Support and facilitate the evaluation of the project.

SAFEGUARDING, RISK & POLICY

1. Ensure that there are procedures in place with regards to risk management and safeguarding.
2. Ensure that risk assessments are in place regarding befriending activities.
3. Ensure that policies and procedures are in place to support the effective operation of the projects and to safeguard people accessing the service, staff and volunteers.
4. Ensure that effective systems are in place with regards to data security, lone working and professional boundaries for staff and volunteers.

STAKEHOLDER ENGAGEMENT & PARTNERSHIPS

1. Develop positive working relationships with key stakeholders including funders, commissioners, referral partners and community organisations.
2. Attend meetings as required to represent Age UK Leicester Shire & Rutland.

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____ **Date** _____

Please print name: _____