

JOB DESCRIPTION

TITLE: Befriending Coordinator (Gift of Friendship)
ACCOUNTABLE TO: Head of Dementia and Mental Health Services
RESPONSIBLE FOR: Befriending Volunteers

JOB PURPOSE

To work with people accessing the Gift of Friendship programme to support them in progressing towards and achieving the goals agreed with them as part of the structured, time-limited support offered through the programme. The Befriending Coordinator will manage a caseload, meet with people accessing the service to monitor and review progress, role-manage volunteers matched to people accessing the service, and ensure all activity is recorded in line with funder reporting and evaluation requirements.

MAIN RESPONSIBILITIES:

PROGRAMME DELIVERY & CASEWORK

1. Support the delivery of the Gift of Friendship befriending programme in line with the service specification provided by Age UK.
2. Carry out assessments of clients who have been referred to the Gift of Friendship programme and match them with appropriate support.
3. Be a point of contact for and manage a caseload of people accessing the service.
4. Meet with people accessing the service to monitor and review their progress against the goals agreed as part of the programme.
5. Accompany people accessing the service to social and community activities that align with their personal goals, offering support and encouragement as needed.
6. Conduct risk assessments for venues and activities, ensuring the safety and suitability of all planned engagements.

VOLUNTEER COORDINATION

1. Support the matching of new people wishing to access the service with available befriending volunteers.
2. Role-manage volunteers attached to the programme, ensuring they undertake an induction, access relevant training and receive ongoing support.
3. Provide ongoing supervision, guidance and recognition for volunteers in your caseload.

PROMOTION & STAKEHOLDER LIAISON

1. Promote the service within the relevant area to raise awareness and generate referrals.
2. Liaise with stakeholders including health, social care and voluntary sector partners to ensure there is awareness of the service and how to refer.

DATA, REPORTING & EVALUATION

1. Update the client record system when new referrals are accepted.
2. Maintain accurate records relating to befriending activity on the client record system.
3. Work with individuals accessing the Gift of Friendship programme to complete the impact measurement questions as stipulated in the Age UK Gift of Friendship specification.
4. Provide information on the relevant KPIs and case studies in line with prescribed deadlines.
5. Collect and record monitoring data as required to meet the programme's reporting and evaluation requirements, including details of client interactions.
6. Support clients in participating in and contributing to the evaluation and improvement of the project.

SAFEGUARDING

1. Promptly report any concerns regarding a person's safety, wellbeing or welfare to the line manager or designated safeguarding lead, in line with organisational policies and procedures.

TRAINING & DEVELOPMENT

1. Undergo mandatory and departmental training and development as required.
2. Evaluate the 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. Ensure all befriending activities and engagements are risk assessed in line with the organisation's Health and Safety policies and procedures.

WORKING PRACTICES/GENERAL

1. Adhere to and implement all Age UK Leicester Shire & Rutland's policies and procedures.
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: _____