

PERSON SPECIFICATION

POST: BEFRIENDING COORDINATOR (GIFT OF FRIENDSHIP)

Please ensure that you show **how** you meet the following requirements when completing your application form.

| ESSENTIAL REQUIREMENTS | |
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| <u>Experience</u> | |
| 1. | Experience of supporting vulnerable adults, ideally in a befriending, social care, mental health or community-based setting. |
| 2. | Experience of carrying out client assessments and matching individuals with appropriate support. |
| 3. | Experience of managing a caseload and reviewing progress against agreed goals. |
| 4. | Experience of recruiting, supporting and supervising volunteers. |
| 5. | Experience of collecting, recording and reporting data, including the use of client record/CRM systems. |
| <u>Knowledge & Skills</u> | |
| 1. | Understanding of loneliness, social isolation and the issues affecting older people, including those living with dementia or poor mental health. |
| 2. | Knowledge of safeguarding adults principles and procedures, and confidence in recognising and reporting concerns. |
| 3. | Understanding of risk assessment, lone working, data protection and professional boundaries in a community-based service. |
| 4. | Strong organisational skills, with the ability to manage a varied caseload and meet reporting deadlines. |
| 5. | Excellent communication and interpersonal skills, with the ability to build trusting relationships with clients, volunteers and external partners. |
| 6. | Confident user of IT systems for record-keeping, data collection and reporting (e.g. client databases, Microsoft Office). |
| 7. | Ability to produce clear, accurate written records, case studies and short reports. |
| 8. | Ability to work in a person-centred and goal-focused way, supporting individuals to identify and progress their own outcomes. |
| <u>Personal Attributes</u> | |

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| 1. | Person-centred approach with a genuine commitment to improving the lives of older people. |
| 2. | Empathetic, patient and a good listener. |
| 3. | Positive, proactive and solution-focused. |
| 4. | Reliable and trustworthy, with a strong sense of professional responsibility. |
| 5. | Flexible and adaptable, willing to work occasional evenings or weekends to support service activities. |
| 6. | Able to work independently and use initiative, while also being an effective team player. |

General Requirements

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| 1. | Commitment to respecting and upholding the rights and dignity of older people. |
| 2. | A commitment to anti-discriminatory practice and to upholding the values of equality, diversity and inclusion. |
| 3. | Willingness to undertake mandatory training as required by Age UK and programme funders, including safeguarding, data protection and lone working. |
| 4. | Full driving licence and access to a vehicle, or the ability to travel independently across the service area. |
| 5. | Willingness to work in line with all Age UK Leicester Shire & Rutland policies and procedures. |

DESIRABLE CRITERIA

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| 1. | Relevant qualification in health and social care, community work, mental health or a related field. |
| 2. | Experience of working within a charity or non-profit organisation. |
| 3. | Experience of working with people living with dementia or mental health conditions. |
| 4. | Experience of working in partnership with NHS services, social prescribers, district councils or public health teams. |
| 6. | Lived experience of caring for or supporting an older person. |