

JOB DESCRIPTION

Job Title:	Befriending Officer
Responsible to:	Line Manager: Wellbeing Activities Manager (Age UK Birmingham) Project Lead: Volunteer and Befriending Manager (Age Concern Birmingham)
Responsible for:	Volunteers
Hours/Salary:	37 Hours Per Week £23,571 pa + benefits
Location:	Age UK Birmingham Head Office (with travel across Birmingham)

Description of Service

Age UK Birmingham (AUKB) and Age Concern Birmingham (ACB) are working together to reduce loneliness and isolation for the over 50s.

Working with current befriending assets, local communities and the Neighbourhood Network Scheme, the service will identify and address gaps across the city, developing:

- A Befriending Offer Forum
- Creating Friendship Groups
- Reconnecting through short-term on-to-one Befriending Support

Job Purpose

Your role will be to support and strengthen existing befriending services, through the befriending forum.

You will also establish and deliver engaging new friendship groups maximising reach and accessibility across the city. Working with the groups to support them to become self-led, independent, and sustainable.

To work on a one-to-one basis with older adults to assess wellbeing, increase socially activity and signpost to other services as required.

To support and oversee volunteers providing telephone befriending to housebound older people.

Principal Duties:

- To identify and map existing befriending services and gaps across the city.
- To support ACB Service Manager to establish and operate a Befriending Forum, supporting existing befriending services to maintain and strengthen their befriending offer.
- To establish new friendship groups where there is an unmet need, with the aim of them becoming independent and self-led.
- To risk assess working environments as appropriate in line with Health & Safety policies and procedures.
- To make referrals/signpost to other appropriate agencies and organisations for specialist support based on the individual needs and circumstances.
- To work with ACB Manager to develop and deliver workshops to strengthen befriending services
- To maintain accurate and confidential records, ensuring activities, outputs and outcomes are recorded for reporting purposes.
- To report any safeguarding/incidents/accidents to line manager.
- To develop contacts, links, and relationships with other programmes such as Neighbourhood Network Schemes.
- To represent the team at external meetings where appropriate.
- To support and develop volunteers, overseeing their day-to-day activities.

Other duties

- To work to achieve the objectives of the organisations' Equality and Diversity Policies.
- To undertake any training required for the role and by the organisation.
- To participate in the supervision and appraisal systems adopted by the organisation.
- Adhere to the Health & Safety, information assurance, safeguarding policies and all other policies relevant to service delivery.

- To undertake any other duties commensurate to the post not specifically mentioned in this job description.

PERSON SPECIFICATION

Experience and Knowledge:

- Understanding the needs of older people in the community
- Knowledge of befriending services – either in a paid or unpaid capacity
- Experience of working within community development, social work, health, or related field
- Knowledge of policies and good practice in relation to local community development
- Experience of working in partnership with other local and statutory organisations
- Experience of making presentations and speaking at events, meetings, and workshops
- Demonstrate an understanding and experience of working with people from different backgrounds with varying needs.
- Experience of working with and supporting volunteers
- Understanding and commitment to the principles of good practice in relation to equality and diversity.
- A good knowledge and understanding of safeguarding practices.
- Demonstrate a working knowledge of the Data Protection Act
- Understanding of Health and Safety as it applies to community-based delivery including risk assessment.

Personal Skills and Attributes:

- Excellent organisational and time management skills
- Excellent communication skills, being able to speak to older people from a wide variety of backgrounds, in one to one and group settings, and put them at ease.
- Approachable, patient, empathetic, friendly, and able to get on with others and be a strong team player.
- Capable of hands-on problem solving and ability to generate ideas and solutions.
- Ability to communicate effectively, both in writing and verbally, with people at all levels
- Strong interpersonal and relationship building skills.
- Self-motivated and able to work on own initiative.
- Ability to respond to competing demands and to prioritise tasks.
- Ability to work to targets and outputs to achieve funding contract requirements.

- Ability to engage a wide range of stakeholders and cultures.
- Excellent IT skills e.g., Word, Excel, PowerPoint, and Client Management Databases
- Demonstrable commitment to continuing professional development and sharing learning with others.

Other Requirements:

- Flexible and willing to work occasional evenings/weekends.
- Willingness to travel across Birmingham.
- Commitment to incorporating Equal Opportunities principles into all aspects of work.
- Enhanced DBS check
- Driving licence with a minimum of 2 years

Education and Qualifications:

- Hold a relevant professional qualification relating to Community Development or significant work-based experience.
- Evidence of training appropriate to the post