

## Job Description

<b>Job Title:</b>	<b>Sandwell Befriending Lead</b>
Responsible to:	Wellbeing Project Manager
Location:	Head Office, Age UK Birmingham/ Sandwell community-based
Contract Type:	Permanent
Hours:	28 Hours/ week (0.76 FTE)
Salary:	£26,936 per annum pro rata

### Job Purpose

Age UK Birmingham is a growing and forward-thinking charity delivering a wide range of services and programmes for people aged 50 and over. The Wellbeing Team focuses on increasing health and social inclusion among older people by offering a diverse programme of social and physical activities across Birmingham, Sandwell and neighbouring areas.

Our Befriending Project in Sandwell delivers a time-limited, goal-oriented programme designed to reduce loneliness and social isolation. We are seeking a Befriending Lead to ensure the delivery of high-quality, person-centred support that enables individuals to build confidence, strengthen social connections, and achieve sustainable outcomes. The postholder will be responsible for the end-to-end participant journey, from referral and assessment, through to supporting and supervising befriender volunteers, and monitoring outcomes.

### Principal Duties

- Manage a caseload of older people participating in the befriending programme
- Undertake holistic assessments to identify needs, risks, and suitability for support
- Develop personalised, goal-oriented support plans in collaboration with participants
- Monitor progress against agreed goals and adapt support as required
- Ensure a structured journey from referral through to planned exit
- Work closely with internal teams and external partners to maintain referral pathways
- Support, guide and supervise befriender volunteers delivering one-to-one support
- Provide coaching, and regular check-ins to ensure quality delivery
- Lead on volunteer matching based on needs, interests, and location
- Work with the Volunteer Lead to ensure sufficient volunteer capacity
- Maintain accurate and up-to-date records using the organisation's CRM system and ensure consistent recording of session activity, risk assessments, and safeguarding concerns
- Track outcomes including loneliness, wellbeing, and social connection
- Contribute to reporting and programme evaluation
- Promote the programme within communities to increase reach and engagement
- Willingness to travel across Sandwell

## Person Specification

Essential	
1.	Experience delivering befriending, wellbeing, or community-based support programmes
2.	Experience working with older people or vulnerable adults
3.	Strong assessment, case management, and support planning skills
4.	Experience working with volunteers
5.	Knowledge of safeguarding and risk management procedures
6.	Ability to motivate individuals and support behaviour change
7.	Good organisational and IT skills (including CRM systems)
8.	Person-centred and empathetic approach with strong communication and interpersonal skills
9.	Full driving licence and access to a vehicle
10.	Commitment to equality, diversity and inclusion
Desirable	
1.	Relevant qualification in health, social care, or community development
2.	Experience of goal-oriented or time-limited interventions
3.	Knowledge of loneliness and social isolation issues
4.	Experience working in partnership with health, social care, or VCSFE sectors