Befriending Services Co-Ordinator Information

Age UK Blackburn with Darwen's Befriending Service is one of its most important services tackling loneliness and isolation. We currently have a team of volunteers working in the service who make regular home visits or weekly telephone calls to our service users.

This role would suit anyone who would like to play a key role in further developing a well-established service that makes a real difference to local older people. Excellent people skills, a strong initiative, and effective communications are required for this role, including an ability to build relationships with older people and volunteers, and undertake matching in an astute and sensitive manner.

The ideal candidate will be self-motivated, with excellent organisational skills and able to manage their own workload. The role will demand a division of time between the office, and out in the community completing home assessments and matching visits.

You will:

- Have regular contact with service users and volunteers
- Triage referrals received into the service
- Assess any new service users to see if they fit the criteria for the service (by phone and home visit)
- Ensure those service users on the waiting list get a regular call
- Match volunteers to service users
- Assist with recruiting volunteers into the service
- Assist in promoting the service to reach new people
- Ensure all admin and computerised records are kept up to date
- Prepare case studies of individuals who you have supported

The position will be subject to an Enhanced DBS check and references.