JOB DESCRIPTION

JOB TITLE: Befriending Services Co-ordinator

LOCATION: King Court

RESPONSIBLE TO: Operations Manager

RESPONSIBLE FOR: Volunteers within the Befriending service

ROLE: Responsible for the development & delivery of the Befriending services to reduce isolation and loneliness

MAIN DUTIES & RESPONSIBILIITES:

1. Take day to day responsible for the effective and efficient operation of the Befriending Service, ensuring it is flexible and meets the needs of the service users, operating within Age UK BwD policies and procedures including Health & safety, financial and safeguarding
2. Working closely with the Operations Manager to develop and extend the reach of the services to engage older people
3. Support in the recruitment of volunteers for the Befriending service.
4. Manage, direct, motivate and monitor the volunteers within the service, providing ongoing support, supervision, carry out regular check in calls and undertake annual reviews
5. Adopting a strength-based and trauma informed approach, complete assessments of service users, including visiting people in their own homes, as required, to ensure their eligibility for services and manage any waiting lists
6. Complete regular reviews of befriending service users to ensure the service can continue to meet needs and refer to more appropriate support as required
7. Maintain the administration of the service, ensuring that all paperwork is dealt with promptly and that accurate records are kept using the charity's CRM system.
8. Carry out monitoring and evaluation processes, including capturing outcomes, completing user surveys and case studies to demonstrate impact
9. Ensure all data and records are kept up to date to allow the production of accurate reports and monitoring statistics as required by the Operations Manager, Senior Management Team, Board of Trustees and funders
10. Work in partnership with other organisations to ensure older people are signposted and referred into other services as required.

11. Play an active role in the Health & Wellbeing Team participating in wider service developments, promotions & initiatives which are focussed on prevention, self-care and resilience
12. Support awareness campaigns, through information stands, leaflet & poster distribution, talks etc to promote the services and activities of Age UK BwD to partners and the public.

GENERAL RESPONSIBILITIES

1. Comply with all Age UK Blackburn with Darwen's policies, including Health & Safety, Confidentiality and Equal Opportunities
2. Participate in Age UK's promotional and social events alongside other members of staff to fundraise to ensure the continuity of Age UK Blackburn with Darwen and its services
3. Perform other tasks associated with the job description as delegated by the Operations Manager
4. Undertake any training as deemed necessary for the role

FLEXIBILITY CLAUSES

1. The nature of this post will require flexibility to meet work needs as they arise. This will inevitably entail some weekend or evening work

2. The job description is not intended to be exhaustive. The postholder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the postholder) subject to the needs of the organisation, and in keeping with the general profile of the post.