

## **AGE UK BOURNEMOUTH, POOLE & EAST DORSET**

### **JOB DESCRIPTION**

<b>POST TITLE:</b>	Befriending Coordinator
<b>SALARY:</b>	<b>£8648- Actual</b>
<b>HOURS:</b>	16 hours per week
<b>RESPONSIBLE TO:</b>	Community Connections Manager, Community Connections Team Leader, Chief Executive and ultimately Trustees of Age UK Bournemouth, Poole & East Dorset

#### **JOB PURPOSE:**

To coordinate our Befriending Scheme in conjunction with our Community Connections Team. You will be responsible the allocation of clients to our volunteer befrienders as well as providing the volunteers with appropriate support, advice, and guidance. The support to clients will be low level and volunteer will either be telephone or home visit

#### **MAIN TASKS**

1. To receive appropriate referrals from the Community Connections Team
2. To undertake an initial home visits and then match volunteers with clients
3. Be the first point of contact for volunteer befrienders
4. Interview prospect volunteers and follow through the admin process
5. Undertake volunteer inductions
6. Undertake yearly reviews
7. Arrange bi-monthly meetings, taking and distributing minutes
8. Ensure monthly record sheets are returned monthly.
9. Complete and maintain internal databases
10. Set up and maintain appropriate training programs for volunteers
11. Ensure monthly expenses sheets are returned and completed correctly
12. Ensure that volunteers fully understand the policies and procedures
13. Maintain regular support with volunteers
14. Refer any safeguarding concerns to the Community Connections Manager or Team Leader.
15. Refer any concerns with clients to Community Connections Manager or team leader
16. Completion of internal databases

## General

17. To undertake all necessary training as and when required
18. To adhere to all Age UK Bournemouth, Poole and East Dorset policies and procedures.
19. To undertake any other reasonable duties as requested by your Line Manager, Senior Managers, Chief Executive or Trustees.

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