



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision:

To make Bromley and Greenwich places where all can enjoy later life.

Mission:

Age UK Bromley & Greenwich will be the voice of older people in both boroughs. We will work with older people to enable, support and connect. We will promote independence and well-being.

Values:

Equality - We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect - We respect the life histories of our staff, volunteers and clients. We believe in their potential and we will help to realise their ambitions.

Creativity - We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "M. Ellison".

Mark Ellison
Chief Executive

Job Title: Befriending Support Worker Bromley

Hours: 37.5 per week

Salary: £27,647

Location: Bromley - This role does not suit hybrid working

Reporting To: Befriending Support Coordinator Bromley

Job Purpose: To assist the Project Coordinator in reducing loneliness among older people by supporting befriending activities, recruiting volunteers, and fostering community engagement.

Key Responsibilities:

- Support a range of good quality befriending and companionship services including friendship groups, home visiting and telephone befriending.
- Interview, induct, match and support volunteers to carry out our home and telephone one to one befriending service and to assist with our hubs.
- Establish, maintain and promote local community groups (hubs), where people can meet and engage in social activities.
- Facilitate enjoyable interest-based social activities in the community hubs and other strands of the service including events and outings.
- Provide a welcoming "front face" of the service, handling phone and email enquiries, logging and processing details and signposting to other services as necessary.
- Conduct and implement relevant risk assessments relating to the service to ensure the access and safety of all service users and volunteers, both on and off site.

- Collect and maintain accurate and up-to-date records relating to the service including entry onto electronic spreadsheets and databases including Charitylog and support information retrieval and report writing.
- Promote and publicise the service using a range of media.
- Facilitate and take part in local events where the service can be promoted.
- Work in positive partnership with local community groups to promote the service and the inclusion and involvement of older people
- Attend regular supervision with your line manager.
- Participate in team and staff meetings as required and attend other meetings as requested.
- Engage in training as necessary to support the role.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

Person Specification:

Essential

- Excellent people skills and experience of working with older people, community groups or vulnerable user groups.
- Experience of working with volunteers, supporting services in the community or being a volunteer.
- Ability and experience of setting up and facilitating groups, activities and events.
- Empathy and understanding of older people and the issues that impact their lives including the effect isolation and loneliness has on their health and wellbeing.
- Understanding of a volunteers' role in a service and ability to provide appropriate support and guidance.
- Committed, enthusiastic, flexible approach to work.
- Self-motivated and reliable with the ability to work both independently and as part of a team.
- Commitment to the principles of equal opportunities and inclusion and their practical implementation.
- Excellent administrative skills, well organised with good time management and a methodical approach to work.

Desirable

- A full UK driving licence.

Working at Age UK Bromley & Greenwich offers a host of benefits designed to support your professional growth, work-life balance, and personal well-being:

- **Holiday Entitlement:** 27 days of annual leave (pro rata), plus bank holidays, (two days allocated over the Christmas period)
- **Pension Scheme:** All eligible employees are automatically enrolled in our pension scheme through The Pensions Trust, offering a competitive match of 5% from employees and 3% from employers.
- **Employee Assistance Programme:** Access to LifeWorks, providing 24/7 support for mental, financial, physical, and emotional well-being.

If you're looking for a role where you can make a direct, positive impact on people's lives while working in a supportive and passionate team, this could be the perfect opportunity for you. Age UK Bromley & Greenwich is committed to being a leading advocate for older adults, ensuring they receive the support and respect they deserve.

If you have any questions please contact our HR department:
hr@ageukbandg.org.uk
020 8315 1862