

## Online Befriending Officer - Person Specification

Experience		
	ESSENTIAL	DESIRABLE
<b>Working with vulnerable people</b>	Experience of working with vulnerable people in a health, social care or voluntary sector setting.	Experience of working with older people.
<b>Administration</b>	Ability to set up and maintain administration systems relevant to the work.	Experience of administration in a health and social care setting
<b>Volunteer recruitment &amp; retention</b>	Ability to attract, motivate and retain appropriate volunteers	Experience of leading a team of people (staff or volunteers) to deliver positive outcomes for others
<b>Telephone support</b>	Ability to communicate positively with others over the telephone.	Experience of working on telephone helplines.
<b>Supporting vulnerable service-users</b>	Experience of working in a statutory service or voluntary sector organisation that provides services for vulnerable clients.	Ability to assess a person's needs, capability and personality.  Experience of dealing with referrals from statutory organisations
<b>Work planning</b>	Ability to plan rota and priorities and plan accordingly.	Experience of overseeing the work plans of others to achieve positive outcomes
<b>Partnership work</b>	Ability to work with a wide range of stakeholders.	Experience of working with a wide range of voluntary, private and statutory sector partners.
<b>Safeguarding</b>	Ability to comply with safeguarding regulations and to take action when appropriate	Knowledge and experience of safeguarding legislation.
<b>Monitoring and evaluation</b>	Ability to record data for monitoring and evaluation.	Experience of setting up monitoring and evaluation systems and demonstrating to funders the value of your service.

<b>Skills</b>		
<b>Communication</b>	Excellent verbal skills to deal with a wide range of people Good telephone manner.  Good listening skills	Skills to deal with people who may have a hearing or visual impairment  Good standard of English grammar, spelling and punctuation
<b>Social Media</b>	Experience of using social media (Facebook, X/Twitter) to promote a good cause.	Experience of using social media.
<b>Web</b>	Experience of webpage design.	
<b>Leaflet and poster design</b>	Experience of using Canva or MS Publisher to design leaflets and posters.	
<b>IT</b>	Knowledge and experience of word processing, email, data input and M/S teams.	Knowledge and experience of creating excel documents, databases.
<b>Personal Qualities</b>		
<b>Working with people</b>	Ability to deal courteously and empathetically with people on the telephone.	Aware of the difficulties that vulnerable people may experience
<b>Time Management</b>	Ability to organise a work schedule, meet deadlines and decide on priorities, taking a common-sense approach to problem solving	
<b>Confidentiality</b>	Ability to maintain complete confidentiality when needed	

**All posts offered are subject to two satisfactory references and an enhanced DBS disclosure.**