

JOB TITLE		Befriending Coordinator
SALARY:		£17,135.04 per annual £13.73 per hour
HOURS:		24 hours per week
LOCATION:		Home based with travel throughout Cheshire East.
ACCOUNTABLE TO:		Services Manager
ROLE SUMMARY:		We are a local social enterprise and charity that is dedicated to later life. We co-produce excellent services, make opportunities, connect people meaningfully and influence positive change. Because of our work, people love later life in Cheshire. We value putting people at the heart of everything we do, being enterprising, challenging ourselves and others to be better and innovating to deliver what older people want and need.
		The aim of the Befriending Service is to reduce social isolation, through face-to-face visits to support service users to connect with and make friendships in their local community, or through regular telephone contact. The Befriending Coordinator will be responsible for the sustainable delivery of the Sharing Time Befriending Service across Cheshire East. The role will. Recruit, train, and manage a team of volunteers to deliver the service, ensuring volunteers provide regular social interaction through face-to-face visits or telephone calls to reduce social isolation for people across Cheshire East.
JOB DESCRIPTION		
SERVICE DELIVERY:	1	Service Promotion to ensure referrals meet the agreed targets.
	2	To liaise closely with other services both internally and externally to identify clients most in need of support and interaction and be the point of contact for the service.
	3	Support service users to access the correct strand of our Sharing Time Befriending Service, by completing initial face-to-face visits to understand the social outcomes they wish to achieve. Completing a support plan with service users to ensure the intended outcomes are clear and that they understand the scheme's purpose and the role of the volunteers
	4	To work closely with our Volunteer Co-ordinator to promote volunteering opportunities in a variety of cost effective and creative ways to attract appropriate numbers of volunteers to the service and to develop

		robust volunteer communication pathways - holding volunteer events and meetings
	5	To recruit and train a team of volunteers who will complete regular home visits to support service users to make social connections or make regular phone calls and offer social interaction to service users who are unable to access the local community.
	6	Ongoing supervision and support for volunteers to ensure support plans are progressing, including addressing any concerns which are raised and for seeking resolutions.
	7	To monitor, review and maintain the quality of the service given by the volunteers in line with AUKC expectations ensuring that volunteers follow Age UK Cheshire's policies and procedures including Lone Working, Data Protection and Confidentiality and safeguarding and policies
	8	To be responsible for all administrative tasks for the service. Keeping comprehensive and timely written records and case notes. Maintaining records on volunteers using Age UK Cheshire's databases. Adhering to our standards on confidentiality and data protection and seeking and collating feedback reports from the perspective of our clients and volunteers
	9	Collect specific monitoring information and support the Services Manager in providing statistics and evidence for reporting purposes.
	10	To attend appropriate training, supervision sessions and organisation wide meetings as required
PEOPLE:	1	To work according to the standards required by the contract and the policies, procedures, and quality standards of Age UK Cheshire.
	2	To promote the services of Age UK Cheshire and to participate in fund-raising activities for Age UK Cheshire.
	3	To undertake such duties as may, from time to time, be reasonably requested within the flexible definition of this post or as requested by the Chief Executive.
PERSON SPECIFICATION		
ESSENTIAL CRITERIA:	1	Experience of managing and working with volunteers i.e. recruitment, selection, support and training
	2	A commitment to empowering people to exercise their choice and control over the way they live their lives
	3	Effective and efficient organisational skills including information, resources and time management, an ability to work on own initiative and as part of a team.
	4	Ability to set and manage priorities within a busy environment

	5	Strong administrative skills including case note recording and providing regular reports and updates.
	6	IT skills, including Microsoft Office suite, spread sheets, internet, email, databases, word processing
	7	Experience of supporting the promotion of services
	8	Excellent interpersonal skills, able to motivate self and others, able to set and manage priorities in a busy environment.
	9	Able to communicate at all levels and to work with a wide range of people from the statutory, voluntary and private sectors.
	10	A good understanding and application of Data Protection and Confidentiality
	11	Ability to travel freely across Cheshire East and use of a vehicle for work related purposes
	12	Ability to take a person-centred approach.
DESIRABLE CRITERIA:	1	A sound knowledge and understanding of the issues and concerns that can affect the lives of older people 50+.
	2	Experience of developing services/project management experience
	3	Experience of running training events/meetings
	4	Knowledge of the care and support services available in the local community
	5	Experience of Charity Log CRM systems
ADDITIONAL INFORMATION		
<p>The aim of the Sharing Time service is to reduce and prevent loneliness and social isolation in older people. The service has been developed to expand and reach a wide group of people and maximise the impact.</p> <p>The service has offered telephone befriending since 2018. Following a successful funding bid, the service is expanding to offer a face-to-face service. The new offer will be a time limited face to face service to encourage social engagement in the community, and a longer-term telephone service for people unable to access the community.</p> <p>The co-ordinator will meet with both the older person and the volunteer to determine their wants and needs from the service. A volunteer is then matched with a suitable older person to offer support and friendship.</p> <p>We are recruiting an additional coordinator to work alongside our long-standing Sharing Time Co-ordinator to develop the service. The post holder will support the management, recruitment, retention and training of volunteers and be responsible for exploring new ways to increase volunteering and social action. They will also be responsible for matching the volunteers to suitable individuals and offer ongoing support and assistance to all parties.</p> <p>They will be required to fulfil all administrative tasks required by the service, keep comprehensive case notes to ensure monitoring and evaluation is completed.</p>		

The post holder will be expected to comply with Age UK Cheshire's policies regarding equal opportunities, health and safety and confidentiality. Age UK Cheshire has achieved the Advice Quality Standard and staff based within our services are expected to work to the standards within this quality mark.

HOURS:		The hours of work for this role are 24 per week, working between 9am and 5pm over 4 or 5 days. The working pattern can be discussed at interview. Occasional evening or weekend work to support organisational promotional events or service delivery may be required.
CONTRACT:		All new staff are subject to a six-month probationary period. Four weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.
FUNDING:		The project is currently funded until the end of June 2027. Extension beyond this is subject to further funding agreements.
TRAVEL:		Travel across Cheshire East is required and travel expenses will be paid for travel incurred in the course of duty (mileage paid at Inland Revenue dispensation rate – currently 45p per mile). Please Note for candidates residing outside of Cheshire East, travel expenses will be paid from Cheshire East boarder.
HOLIDAY ENTITLEMENT:		From the 1st January to 31st December the basic annual entitlement for full time employees is 25 days, plus an entitlement to Public Bank Holidays and a discretionary entitlement to 1 extra day awarded by the Trustees. Part time staff will have their entitlement pro-rated according to the number of hours they are contracted to work.
CRIMINAL DISCLOSURE:		The post holder will be subject to police checking by the Disclosure and Barring Service (was CRB) Enhanced Disclosure.
PENSION:		Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.
HEALTH CARE:		Age UK Cheshire offers a Health Care Cash Plan and staff are entitled to receive healthcare benefits.

Age UK Cheshire is a Mindful Employer, and positive actions will be taken to ensure that people will not be excluded from working for the organisation because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.

Closing Date for Applications: 5pm on Sunday 27th July 2025 (subject to approval by HR)
Proposed Interview Date: Monday 4th August 2025 (subject to approval by HR)