

Post Title: Counselling and Befriending Team Leader

Reporting Line: Services Manager

Summary of post: The Counselling and Befriending Team leader will oversee a team of administrators to ensure the effective delivery of high-quality services. They will work closely with the Services Manager to support service monitoring, development, and the fulfilment of contractual reporting requirements.

Pay scale: Point 23 (£27,885.64 FTE based on 37 hours per week)

Duties and Responsibilities:

1. Service Delivery & Development

- Act as a senior point of contact for the Befriending and Counselling Services.
- Ensure services meet contractual, quality, and safeguarding standards.
- Be able to travel across Coventry & Warwickshire.
- Identify and implement service improvements in collaboration with the Services Manager.
- Support with developing and maintaining procedures to ensure compliance with GDPR, Health & Safety, and other relevant legislation.

2. Volunteer & Staff Management

- Recruit, induct, and support volunteer befrienders and counsellors.
- Supervise and develop a team of administrators to ensure timely and effective support.
- Identify training and development needs for staff and volunteers and coordinate delivery.

3. Client & Volunteer Support

- Provide ongoing support to clients and volunteers, ensuring positive and safe experiences.
- Appropriately refer and signpost clients to other services via the Contact & Triage team.

4. Promotion & Engagement

- Promote the service through events, networking, and partnerships with local organisations (e.g. housing associations, councils).
- Work with the Marketing to develop engagement campaigns and feedback events.

Age UK Coventry & Warwickshire

Registered Office
8 Clemens Street
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- Create content for social media to amplify the voice of older people and raise awareness of services.

5. Monitoring & Reporting

- Capture and maintain accurate data on clients and volunteers.
- Monitor service performance, manage referral pathways, and maintain waiting lists.
- Provide timely reports and insights to the Services Manager to support evaluation and planning.

General

- Ensure all personal data is processed in accordance with GDPR policies.
- To adhere to all relevant organisation policy with particular reference to health & safety, safeguarding and GDPR.
- To comply with all relevant legislation.
- To undertake appropriate training and personal development as required for the role.
- To portray a positive image of the organisation both internally and externally.
- To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices.

This job description will be reviewed annually in line with appraisals.

Employee Signature.....Date.....

Please print name

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Person Specification: Counselling & Befriending Team Leader

	Essential	Desirable	Tested At
Qualifications			
Good general education typically including Maths and English GCSE at grades A/B or equivalent	✓		A
Education to A level standard or equivalent		✓	A
Management qualification		✓	A
Knowledge and Experience			
Proven experience in leading and developing a staff team	✓		A/I
Experience working with volunteers		✓	
Experience in building and maintaining relationships with internal and external stakeholders	✓		A/I
Understanding of the needs and challenges faced by older people from a wide range of backgrounds and communities.	✓		A/I
Awareness of the health benefits of reducing a person's feeling of loneliness and isolation		✓	
Knowledge of BACP standards for organisations delivering counselling services		✓	A/I
Skills and Abilities			
Good IT skills including Microsoft Office	✓		A/I
Excellent written and verbal communication skills	✓		A/I
Ability to lead, inspire and motivate others	✓		A/I
Ability to listen and interpret information	✓		A/I
Ability to manage an ever-changing workload and competing priorities	✓		A/I
Excellent interpersonal skills	✓		I

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Personal Qualities			
Understanding of and commitment to equality of opportunity	✓		A/I
A patient, empathetic, and non-judgemental approach	✓		
Team Focused Approach	✓		A/I
Self-Motivated	✓		I
Flexible approach	✓		I
Hold full UK Driving License and access to own vehicle		✓	A

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