

## Befriending Life Links Coordinator Carmarthenshire

### Job Description

<b>Job Title:</b>	Carmarthenshire Co-ordinator - Befriending Life Links
<b>Job Location:</b>	Based in Carmarthenshire at our Llanelli office. Travel throughout the region is essential. Home working will be considered.
<b>Reporting to:</b>	Befriending Life Links Project Manager
<b>Hours of Work:</b>	30 hours per week, flexible between 8.30am and 4.30pm - Monday Friday
<b>Salary Band:</b>	£19,329 actual (£22,550 FTE) Pension paid, in line with government NEST scheme. Statutory minimum annual leave
<b>Contract:</b>	Contracted to 31st March 2025 subject to annual review and funding

This job Description is not a definitive list of tasks, rather it is designed to give an over-view of the job. It is envisaged that the post-holder will use their own initiative and develop the job, so the project and thus the Charity's aims are achieved. It should be noted that the Charity is a small organisation and it may be necessary, from time to time, to step beyond the areas outlined below to support others.

A DBS check is required for this role.

#### **Purpose of role**

To engage with the community to identify and co-ordinate social inclusion services and deliver a one-to-one befriending service within the community.

#### **Key responsibilities**

- To engage with the community and promote the project within the community setting up and facilitating self-sustaining community hubs (a network of local social inclusion providers).
- To liaise with clients/volunteers on a day to day basis offering opportunities for social inclusion.
- To develop isolated clients engaging with the project into a cohort of older people who will effectively become consultants to inform and shape future services for older people both for the charity and other stakeholders.

- To deliver a one-to-one befriending service in the community matching clients and volunteers.
- To identify local social inclusion services and engage with those services to help develop and expand provision of social inclusion services.

### **Main duties**

- To work within any relevant quality standard such as Investing in Volunteers and to feed into the achievement of these.
- To engage with older people within their own communities finding out what kind of social inclusion services they require and facilitating access links to local agencies, groups and others providing social inclusion.
- Working in collaboration with local care homes and occasionally visiting clients residing in care homes with a view of exploring social inclusion opportunities.
- To identify and liaise with local groups and agencies providing or wishing to provide local social inclusion services, developing that knowledge and recording it appropriately for use by the project development officer.
- working with identified befriending services to support clients.
- To encourage informal and formal volunteering in the community
- Where necessary match volunteers and clients for one-to-one befriending support.
- To directly line manage Befriending volunteers, supervising and co-authorising claims for expenses and ensuring any volunteer training is completed.
- To deliver or aid in the delivery of volunteer training.
- To create client case files and record all interactions on the charity's database.
- To facilitate the taking part in all evaluation and data gathering tasks, ensuring clients, volunteers and organisations understand why this is necessary.
- To gather data on the differing types of loneliness and those that experience it to inform and develop new services.
- To provide reports which include statistical data and qualitative feedback and case studies, to the project manager as necessary.
- To provide information and advice at level 1, inviting all those aged 50+ engaging with the project to undertake a welfare benefit health check.
- To actively promote access to the charity's other services and other services within the 3<sup>rd</sup> sector.
- Working with the project manager and other co-ordinators to ensure project targets are met.

### **Role expectations**

- To adhere to all of the organisations' policies and procedures and the staff handbook.
- To attend management and any other meetings/events relevant to the project development
- To participate in any supervisory/appraisal meetings
- To participate in staff meetings as necessary and relevant.
- To participate in any training deemed necessary by the CEO and/or the board of trustees.
- To maintain good working relationships with the 3<sup>rd</sup> sector, including statutory sectors and staff.

- To undertake such other duties, within the competence of the post holder, which may reasonably be required from time to time.

**This job description may be amended from time to time in relation to project development and this role may from time to time require flexibility in working hours.**

**Person Specification: Carmarthenshire**

Educated to a good standard ( <i>However, experience instead of qualifications will also be taken into consideration</i> )	Essential
Proficient in Microsoft office and other software/social media applications	Essential
Experience of networking at a local level	Essential
Experience of record keeping using a customer relationship management database	Essential
Regularly Working face to face with vulnerable older people.	Essential
A flexible, can do attitude	Essential
A self-starting team player with good communication skills, both written and oral.	Essential
Own transport, appropriate driving licence, own car with business insurance, taxed, MOT'd and serviced annually. Documents will need to be produced at interview.	Essential
Experience of engagement and community development	Desirable
Experience of working directly with older people	Desirable
Welsh speaker	Desirable

*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. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.*