

Age UK Hertfordshire
(Registered Charity No. 1116662)

Job Description

Job Title/ position	Digital Wellbeing and Befriending Scheme Support Coordinator
Department	Befriending Service
Location	Hybrid – Home based, with regular travel across Hertfordshire
Hours	27.5 hours per week: 17.5 hours Digital Inclusion support for The Listening Room 10 hours per week Befriending Service Support
Contract	1 year fixed term
Salary	£19,606 per annum (£24,953 FTE)
Reports to	Head of Community Services
Responsible for	Visiting Volunteers
Benefits/ entitlements	Contributory Pension Scheme Health Cash Plan after six months service Travel expenses at 45p per mile for business use

Scope:

Age UK Hertfordshire is an independent charitable organisation, which observes the values, principles, standards and good practice of the Age UK Federation; and consequently has been granted a licence to use the well-known name, Age UK Hertfordshire (AUKH), which is respected throughout the county.

Our mission is quite simply to ***“improve the lives of older people in Hertfordshire”***, and work to ensure that older people in Hertfordshire are valued, able to live well and retain their independence throughout later life.

We provide detailed information about our organisation and the range of services we provide on our website www.ageuk.org.uk/hertfordshire

Main purpose of the post:

The purpose of this role is to support older people in Hertfordshire to stay connected, build confidence and access appropriate support. The post-holder will recruit and manage volunteers to support two linked areas of work.

For 17.5 hours per week, the post-holder will support the InTouch team with the digital inclusion element of The Listening Room. The InTouch team will continue to lead and facilitate the online support group sessions. This role will help older people who are digitally excluded to access those sessions by coordinating practical support, arranging help with devices and connectivity, and supporting volunteers to build people's confidence with technology.

For 10 hours per week, the post-holder will support the Befriending Service in Hertfordshire. This will include triaging referrals, liaising with referrers, making welfare contact with existing clients, and supporting volunteer onboarding.

Key responsibilities

Digital Inclusion support for The Listening Room

17.5 hours per week

- To support the InTouch team to identify older people who may benefit from The Listening Room but are unable to access it because they do not have the digital skills or capacity.
- To contact potential participants, explain the available digital inclusion support, and understand what help they may need to get online.
- To coordinate practical one-to-one digital support for participants through trained volunteer Wellbeing Champions.
- To coordinate access to tablets, data SIMs or donated devices where needed, keeping clear records of any equipment loaned or provided.
- To facilitate the recruitment, induction and ongoing support of volunteers – including training and supervision.
- To check in with volunteers and participants during the support period, helping to resolve practical issues and escalating concerns where needed.
- To gather simple feedback from participants about changes in confidence, connection and ability to access The Listening Room.
- To contribute information for monitoring reports, case studies and funder updates.

Befriending Service support
10 hours per week

- To support the Befriending Service with referral management and client contact.
- To receive and record referrals from professionals, voluntary organisations, family members, friends and self-referrals.
- To make initial contact with potential clients, explain the service, and gather information to help assess suitability – liaising with local Befriending Scheme Coordinators.
- To undertake telephone assessments and, where appropriate, assessment visits.
- To provide welfare contact for existing, matched clients where needed.
- To keep accurate records on the database and update waiting lists, actions and case notes as required

Safeguarding, risk and boundaries

- To work within Age UK Hertfordshire's safeguarding and health and safety policies and procedures at all times.
- To recognise and report safeguarding concerns, and to escalate them promptly in line with organisational procedures.
- To recognise when a person may need more specialist, practical or clinical support than the services can provide and refer them to alternative support services.

Administration and monitoring

- To maintain accurate and up-to-date records of client, volunteer and professional contact.
- To complete monitoring forms, project reports, monthly statistics and case notes as required.
- To keep records of equipment, including tablets, data SIMs and donated devices.

Working with others

- To work closely with the InTouch team and the Befriending team to support service delivery.
- To liaise with other Age UK Hertfordshire services where participants or clients may benefit from additional support.
- To maintain positive working relationships with volunteers, clients, participants, colleagues and local partners.
- To attend relevant meetings, supervision and training as required.

'In addition to the duties and responsibilities list, the job holder is required to perform other duties assigned by the line manager from time to time which are commensurate with capability and status'.

Additional Information

Confidentiality: Attention is drawn to the confidential aspects of this job and personal responsibility and liability under the Data Protection Act 2018. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health & Safety: The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality & Diversity Policy Statement: We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

DBS: Enhanced DBS Required

APPOINTMENT OF THIS POSITION IS SUBJECT TO REFERENCES SATISFACTORY TO AGE UK HERTFORDSHIRE.