

Age UK Hertfordshire
(Registered Charity No. 1116662)

Job Description

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| Job Title/ position | Befriending Scheme Team Leader |
| Department | Befriending Service |
| Location | Hybrid – Home based, with regular travel across North Hertfordshire and Stevenage |
| Hours | 9.00am-4.30pm (to be worked Monday - Friday) 35 hours per week |
| Contract | Permanent |
| Salary | £30,000 per annum |
| Reports to | Head of Community Services |
| Responsible for | Befriending Scheme Coordinators; Befriending Volunteers in North Herts & Stevenage |
| 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:

- To lead the Befriending Team with the Head of Community Services to ensure the effective development of the service and the deployment of a well-informed, trained, motivated and committed team of staff and volunteers that deliver a professional service to older people of Hertfordshire.

To coordinate the Befriending Service in North Herts and Stevenage by carefully matching volunteers to visit an older, lonely or isolated person in their own home to provide friendship and company.

Responsibilities/ Duties / tasks

- To lead the Befriending team for Age UK Hertfordshire and to ensure effective development of trained and motivated staff and volunteers.
- Liaise with other voluntary and statutory organisations to help develop and maintain effective referral pathways for the befriending scheme.
- Receive and record referrals for the befriending scheme from a variety of health and social care professionals, voluntary organisations, or family and friends.
- Make contact with potential clients by undertaking initial telephone assessments and carrying out initial assessment visits, taking time to understand the needs of the clients and to assess suitability for the befriending scheme.
- Provide continued welfare support for clients, undertaking welfare calls and visits, signposting to local services and activities, and referring to, and liaising with, other professional and statutory agencies where necessary.
- Work with the Head of Community Services to actively recruit volunteers for the befriending scheme. This will include interviewing potential volunteers and the completion of DBS and references checks.
- Provide inductions for all new volunteers recruited within the North Herts and Stevenage locality, ensuring that volunteers are appropriately trained to carry out their befriending role.
- Carefully match volunteers with a client to ensure compatibility, and personally introduce visiting volunteers to clients
- Maintain regular contact with volunteers and clients to offer ongoing support and advice
- Keep an up-to-date knowledge and understanding of local services and activities available, and ensure that all information given to clients is accurate
- Manage and organise own administration work, ensuring that it is accurate and meets quality targets

- Maintain a monitoring service for the organisation by collecting statistical information about clients and volunteers to allow for the development and evaluation of the service.
- Respect the confidentiality and dignity of clients and their rights to make their own decisions
- Promote volunteering throughout the county by using a variety of media, attending public events and generally raising the profile of Age UK Hertfordshire
- Maintain the Database, keeping up to date and accurate records
- Complete monthly statistics, and prepare reports and case studies as required
- To manage and provide support to the Befriending Scheme Coordinators
- Work within AUKH policies and procedures and keep up to date with legislation for volunteer-based projects
- To attend all training and meetings as requested by the Head of Community Services.
- Work occasional evenings or weekends when necessary, for which time off in lieu will be given

'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.