

JOB DESCRIPTION

Job Title:	Befriending Coordinator
Primary Focus:	Befriending
Contract Type:	Fixed Term 1 Year
Hours:	2 days (15 hours) per week.
Salary/benefits:	£12,630 per annum, plus benefits (£31,575 FTE)
Location/Team:	The post holder may be required to work at various locations across Islington and within different team settings, in line with the needs of the service.
Reports to:	Head of Services – Carers & Community

Background to Befriending Service:

The vision for Carers and Communities services is that information, guidance and support on maintaining and improving Wellbeing is available to all.

The Befriending service supports the most isolated people in our community by matching them with befriending volunteers who provide a listening ear and companionship. Many of our befriending clients are housebound and isolated.

You will work with the volunteer administrator to help recruit and support our befriending volunteers and support the individuals they work with helping them to improve their wellbeing and to stay as connected with the community as they can.

The aims of befriending service include, but are not limited to:

- decreasing social isolation and/or loneliness
- flexible and capable of escalation/de-escalation to other forms of support as required (both internally within AUKI and externally)
- increasing quality of life and wellbeing
- safe, consistent and highly reliable, generates optimism among users and practitioners.
- providing a positive and trusting relationship
- personalised, is geared towards prevention and early action
- developing self-confidence, emotional growth, and resilience

Main purpose of the role

The Befriending Coordinator will have responsibility for ensuring the following:

- developing service policies and procedures
- keeping up to date with relevant legislation
- promoting the service to potential befriended clients, volunteers and referrers

- building relationships with referral agencies
- contribute to own service area and wider organisation communications and promotion.
- recruitment and selection of volunteer befrienders
- volunteers are supported, well engaged, trained, motivated, and committed and that they deliver a professional service to clients.
- processing referrals and assessing the befriended (often in their own homes)
- matching the befriended with befrienders
- provide supervision, coaching, mentoring and practice development support to befrienders
- providing ongoing support to the befriended and reviewing the progress of matches
- supporting befrienders and the befriended at the end of a relationship
- keeping appropriate records
- gathering monitoring data and evaluating the service provided
- reporting to the management committee, funders, referrers and regulatory bodies
- support the Head of Services to develop, sustain and review referral pathways with internal and external services, practitioners and other service leads.

Key Task & Responsibilities

- Provide supervision, coaching, mentoring and practice development support to Befriending volunteers.
- Working closely with service users and referrers in ensuring the process runs smoothly and the work we agree is within the service remit.
- Ensure case notes and other relevant records are entered and updated on the Age UK Database system in line with defined system processes and policies.
- Maintain quality assurance processes as appropriate.
- Contribute to identifying requirements and opportunities for improvements in services effectiveness and efficiencies.
- Monitor and coordinate the day to day operational activities of Befriending service volunteers and ensure practice of the team is monitored and any issues are actioned promptly and efficiently.
- Ensure staff and volunteers are compliant with the AUKI's Policies and Procedures
- Ensure routine and consistent data is collected on service activities and processes for monitoring and evaluation purposes.
- Produce and provide ad hoc reports, feedback and information to internal management as required.
- Ensure a high reputation amongst users and partner agencies.

Partnership Working

- Research and share knowledge across the organisation of community services beneficial to a range of client needs.
- Ensure understanding of key working relationships in own area and maintain effective partnership/joint working arrangements.
- Ensure understanding of and close working relationships with wider voluntary sector services providing ongoing support.

Key working Relationships

- Voluntary, Community, Social Enterprise services and groups (VCSE)
- Clients or patients
- Locality Leads
- General Practitioners
- Islington Adult Social Care
- District Nurses
- London Ambulance Service and paramedics
- Carers and carer organisations
- Local Wellbeing Networks
- Befriending Networks

Performance Management

- Ensure services are delivered to a high standard and in line with organisational and service specific policies.
- Ensure that response times to specific referral types are met.
- Obtain user feedback on perceived quality and effectiveness of services.
- Monitor and act on complaints and feedback related to the service, escalating to the appropriate manager.

Wider Organisational responsibilities

- Work collaboratively with individuals and teams internally in the organisation and with its partners.
- Meet legislative and all relevant regulatory requirements including Health & Safety and Employment.
- Carry out responsibilities for Safeguarding.
- Carry out duties in accordance with Age UK Islington values, principles, policies and procedures.
- Carry out administrative duties in connection with the post.

Note:

This role description is not intended to be exhaustive in every respect but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, the role description does not describe any individual role holder. In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by the Head of Services.

Person Specification				
Factors	Description	Essential	Desirable	Assessment
Experience/ Qualifications	Minimum 3 years of experience supervising, coaching, or supporting volunteers		✓	App/Int
	Experience co-ordinating all aspects of the volunteer journey through a range of channels and supporting volunteers to deliver their roles successfully.	✓		App/Int
	Experience of working with vulnerable adults in a direct support role	✓		App/Int
	Experience of support or developing new services or projects		✓	App/Int
Skills	Skills in carrying out service assessments and goal planning	✓		App/Int
	An understanding of engagement strategies with ability to initiate and develop links with difficult to reach	✓		App/Int
	Able to maintain an overview of own service area, including referral pathways and case allocation	✓		App/Int
	Skills in matching volunteers and clients to take forward goal specific support	✓		App/Int
	Able to understand and follow processes related to service delivery	✓		App/Int
	Able to complete client and home-based risk assessments	✓		App/Int
	Able to operate, input and extract records and data from a service database to monitoring key areas of performance	✓		App/Int
	The excellent verbal and written communication to work effectively with colleagues and a wide range of partner organisations	✓		App/Int
	Excellent computer literacy skills and experience of using databases to keep records and report on outcomes by collating case records	✓		App/Int
	Strong interpersonal skills to be able to build positive relationships and collaborate with clients, volunteers, internal colleagues and external organisations	✓		App/Int
Knowledge	Approaches to support individuals creatively and meaningfully using a person-centred and strength based approaches.	✓		App/Int
	Knowledge of Safeguarding processes	✓		App/Int
	Commitment to the principles of Equal Opportunities and it's practical implementation		✓	App/Int
Aptitude	Ability to use judgement to assess complex situations, assess risk and provide appropriate responses and solutions for clients who are experiencing isolation and/or distress	✓		App/Int
	Identifying and managing volunteers, matching them to roles to ensure that they are the right fit for the befriending relationship	✓		App/Int