

Volunteering and Befriending Coordinator

About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 200 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Volunteering and Befriending Coordinator
Department:	Volunteering
Location:	Lincolnshire: office and community-based covering East and West Lindsey and North Lincolnshire
Hours of work:	35 hours a week Monday to Friday
Salary:	£23,707 per annum
Contract:	Permanent
Responsible to:	Volunteering Manager
Job purpose:	<p>Working closely with the Activities and Volunteering teams, the post holder will focus on increasing Age UK Lincoln and South Lincolnshire's befriending, Volunteering and activity provision for older people.</p> <p>Working with the Volunteering manager to develop, deliver and evaluate the department, the post holder will support the recruitment and onboarding of volunteers, coordination of the Befriending Service and facilitate activities and events.</p> <p>Helping older residents access the home visiting befriending service, a variety of activities, and opportunities for volunteering.</p>

Key Responsibilities:

- Recruit, support and generate retention of volunteers with a focus on befriending and social inclusion, to assist with the delivery of new and existing services, whilst assuring all volunteers adhere to organisational policies and procedures.
- Coordinate befriending matches ensuring volunteers are assigned to the most appropriate befriender, where a relationship is most likely to be successfully maintained, is mutually beneficial and remains in line with the parameters of the service offer.
- Complete risk assessments where required, ensuring the Lone Working policy is understood and followed by community volunteers.
- Consult with older adults and gain an insight into gaps in provision and development opportunities within their locality.
- Efficient and effective supervision and promotion of outreach events.
- Prepare and deliver presentations on the charity and its services to community groups.
- Signpost or refer where appropriate older people in to relevant services, activities or support.
- Promote services with a view to increased awareness, participation and custom across all charitable and paid for services.
- Develop and maintain accurate and timely monitoring data using a bespoke platform in order to monitor and report on delivery and outcomes.
- Promote the benefits of volunteering

- To actively promote and increase awareness of Age UK Lincoln & South Lincolnshire activities and its services within the community, whilst identifying and implementing new opportunities.
- Be responsible for ensuring all activities are delivered in line with relevant health and safety legislation.
- Maintain an up-to-date knowledge of services and projects provided by the organisation.
- Attend regular departmental meetings, providing departmental updates alongside future plans for engagement.
- Maintain appropriate professional relationships with customers and maintain the highest standards of client confidentiality.
- At the heart of our organisation, a “One Team” approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services, befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team.
- Support other departments within Age UK Lincoln & South Lincolnshire.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.
- Respect confidentiality and work within professional boundaries
- Adhere to Age UK Lincoln & South Lincolnshire’s policies & procedures

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Past experience of presenting to group audiences	E	
Past experience of working in a customer facing environment	E	
Past experience of working within the voluntary sector		D
Good local knowledge of services for older people.		D

Knowledge

Excellent two-way communication skills with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds	E	A/I
Ability to provide a person-centred approach with individuals, placing them at the centre of the conversation.	E	A/I
Ability to actively encourage others to get involved with their community and promote the benefits of doing so.	E	A/I

Education & Qualifications

Good standard of general education, including GCSE (or equivalent) grade C or higher in English and Maths	E	A
Evidence of training and ongoing development	D	A
Demonstrate a high level of competency with IT systems	E	A

Personal Qualities

Well-presented and professional approach	E	I
Ability to work effectively as part of a team, with the initiative to work alone and take initiative when required.	E	I
Approachable, empathetic, friendly and able to get on and integrate within a team.	E	I
Excellent organiser, proactive and a good time keeper who is creative with their approach	E	I

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklsl.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.