

JOB DESCRIPTION

Job Title:	Telephone Befriending Co-ordinator
Reporting to:	Volunteers Manager
Grade:	£14,882.40 per annum (Grade 5)
Place of work:	Waterside House, Station Road, Irthlingborough, Northamptonshire, NN9 5QF
Hours of work:	20 hours per week , 1 Year Fixed Term Contract
Purpose of the role:	To be responsible for the development, promotion and co-ordination of the Telephone Befriending Service with Age UK Northamptonshire.
Main tasks and responsibilities:	<ol style="list-style-type: none"> 1. Co-ordinate the befriending service, ensuring that activities are running optimally and safely for both clients and volunteers. 2. Ensure that the Service's approach is person-centred and holistic. 3. Monitor referrals to the befriending service with care. 4. Communicate with and work closely with the Volunteers Manager to allow the processes and systems of the befriending service to run smoothly and effectively. 5. To implement the ongoing evaluation of the befriending service and attend internal and external meetings relevant to the service. 6. To update the Charity Log database and Volunteero system in a timely manner in relation to all activities. 7. Work closely with the Volunteers Manager to recruit, train and supervise befriending volunteers, including conducting interviews, carrying out online DBS checks, and delivering befriending training. 8. Adhere to safeguarding and GDPR requirements, maintaining confidentiality at all times regarding contacts and information. 9. Respond to telephone befriending enquiries, concerns raised and process referrals. 10. Obtain feedback from both Volunteers and their clients, reporting these to the Volunteers Manager. 11. Participate in training as required to maintain skills and compliance.
<p>The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The post holder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The post holder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.</p>	

PERSON SPECIFICATION

Telephone Befriending Co-ordinator	Essential	Desirable
Experience		
Proven ability to co-ordinate service delivery with efficient and effective administration.	✓	
Experience of working with volunteers.		✓
Experience of completing multiple tasks, problem solving and managing own workload, knowing when to seek support.	✓	
Experience of working in the charity sector.		✓
Experience of working with older people.	✓	
Abel to work on own initiative as well as part of a team.	✓	
Knowledge / qualifications		
Sound understanding of GDPR and communication consents.	✓	
Excellent computer skills and knowledge of Microsoft packages, Outlook.	✓	
An understanding of the impacts of loneliness and isolation.	✓	
Skills		
Excellent communication skills, verbal and written.	✓	
Excellent people skills.	✓	
Ability to build relationships with clients and volunteers.	✓	
Ability to listen to others and to explain things clearly.		
Creativity and supporting of new initiatives.	✓	
A 'can do' positive and professional attitude that can flex and adapt to change and challenges.	✓	
A willingness to learn.	✓	
Other requirements		
Commitment to the charity's mission and values.	✓	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity.	✓	