

AGE UK WALTHAM FOREST

JOB DESCRIPTION:

<u>TITLE:</u>	Befriending Co-ordinator
<u>EMPLOYED BY:</u>	Age UK Waltham Forest
<u>RESPONSIBLE TO:</u>	Befriending Manager
<u>BASED AT:</u>	Waltham Forest Resource Hub (North) 58 Hall Lane, Chingford, E4 8EU
<u>HOURS:</u>	18 per week
<u>SALARY:</u>	£25,641 FTE (£13,186 PRO RATA)
<u>CONTRACT:</u>	Until 31st March 2021

SERVICE & ROLE SUMMARY

The Befriending Service is for older people who are lonely and/or socially isolated and who may have difficulty getting out and about alone. The service aims to alleviate the effects of loneliness and social isolation, support people to continue to live independently in their own home and enhance the quality of life through the support of a volunteer.

The Befriending service provides vital monitoring of the general well-being of the older people visited on a weekly basis, either through face to face home visits by a volunteer befriender and/or by the volunteer accompanying the older person outside the home to help restore confidence and regain independence.

The service aims to improve the lives of older people across Waltham Forest supporting people who may have lost confidence in getting out and about after a life-changing event or illness for example bereavement, stroke, stay in hospital.

The Befriending Service offers weekly visits for six months initially. After 5 months, the volunteer is asked if they would like to continue visiting the older person indefinitely until the volunteer's or, the older person's circumstances change. If they choose to do this, they continue indefinitely. If the volunteer prefers to stop or change the person they visit, an assessment is made of how vulnerable the older person would be without a visitor. In some cases, the older person has been able to increase their social contact during the 6

months and no longer needs a volunteer. In some cases, a new volunteer is allocated to the older person.

The role of the Befriending Co-ordinator is to support the volunteer befrienders and to carry out comprehensive and accurate record-keeping, monitoring and evaluation of the service.

RESPONSIBILITIES:

1) Older people

- a) Receive and check new referrals for service, ensuring that the waiting list and the service database (C2) is up-to-date.
- b) Allocate initial visits to a volunteer, for pre-visit assessment and evaluation
- c) Assign older people to an appropriate volunteer and follow-up to ensure that visits have commenced and are going well.
- d) Receive emails and monthly reports from volunteers and follow-up issues arising, either providing advice to the volunteer to take action or taking action as appropriate.
- e) Make and follow-up safeguarding reports where appropriate.
- f) Close down older people's records when visits cease.
- g) Ensure older people's case files are retained for the appropriate length of time, according to Age UK Waltham Forest's data policies.
- h) Deal with service enquiries in the appropriate manner.
- i) Coordinate the day-to-day administration of the service
- j) Maintain and update older people's files and regularly monitor their progress

2) Volunteers

- a) Respond to queries from potential volunteers; undertake volunteer recruitment activities.
- b) Organise and assist in delivering induction sessions for volunteers
- c) Maintain regular contact with all volunteers, undertaking quarterly reviews of volunteer feedback and writing quarterly reports
- d) Organise training sessions and social/support events for volunteers

3) Monitoring and evaluation

- a) Monitor service provision outcomes and produce monthly, quarterly and annual reports

- b) Collate, analyse and present feedback from older people and volunteers
- c) Prepare case studies to support future funding applications
- d) Operate the service evaluation system, including satisfaction surveys and post-6-month evaluation visits (by a volunteer).

4) Miscellaneous

- a) Help to ensure the service is maintained to the highest standard and support further developments in the service
- b) Attend regular team meetings
- c) Carry out any other duties consistent with the responsibilities of this post as requested from time to time by the Befriending Manager

Notes: All staff and volunteers are required to work within Age UK Waltham Forest policies and procedures, ensuring that they are carried out in relation to the job and their responsibilities.

The post may involve occasional evening or weekend work for which time off in lieu will be given.

This job description reflects the requirements of the post at the time of writing. These requirements may change over time, and the job description may need to be reviewed.

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BEFRIENDING CO-ORDINATOR - PERSON SPECIFICATION

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KNOWLEDGE & EXPERIENCE

Understanding of the needs of older people in the community. ✓

Experience of developing volunteer relationships. ✓

Understanding of the support needs of volunteers. ✓

Experience of managing Safeguarding Incidents ✓

Experience of working with older people – either in a paid or unpaid capacity. ✓

Basic knowledge of statutory and voluntary sector services for older people. ✓

SKILLS & ABILITIES

Experience of Report Writing ✓

Ability to listen to, understand and respond to the needs of volunteers and older people and identify unmet needs. ✓

Excellent organisational and office skills, with good attention to detail. ✓

Computer literate and experience of using Excel, Word, Outlook and databases. ✓

Good level of communication skills both written and spoken. ✓

Ability to work on own initiative and to prioritise workload. ✓

Ability to work calmly under pressure. ✓

Ability to work alone and as part of a team. ✓

Ability to maintain and store confidential information/data protection. ✓

Clear and confident telephone skills. ✓

Ability to manage time and prioritise work. ✓

Ability to meet targets. ✓

