

## **Job Description Befriending Co-ordinator**

**Responsible to:** Head of Localities

### **Brief overview of the role:**

The purpose of the role is to provide coordination of Gift of Friendship Befriending Programme as part of the AUKWSBH Localities team, helping to create lasting friendships and connections for older people with volunteer befrienders, and leading on all aspects of the day to day delivery of the Gift of Friendship Befriending Programme.

### **Main duties:**

- Be a proactive member of the Befriending team, leading on the day to day delivery of the Gift of Friendship Befriending Programme.
- Be the first point of contact for the Gift of Friendship Befriending Programme and respond to all initial internal and external enquiries, liaising with the locality teams, Volunteer team and Head of Localities.
- Manage Gift of Friendship Befriending administration processes, including keeping the database accurate, monitoring KPIs, reporting for service commissioner, building referral pathways.
- Match Befriendees with a volunteer Befriender.
- Supporting the people team with the recruitment of volunteer Befrienders.
- Provide ongoing training and supervision for volunteer Befrienders.

### **Governance:**

- To comply with all organisational policies and procedures and relevant legislation, including Health and Safety, Safeguarding and General Data Protection Regulations (GDPR).
- To attend relevant and mandatory training as required.
- Keep up to date with and work within fundraising best practice and legislation, particularly around consent.
- To undertake any other duties appropriate within the role as may reasonably be required.

### **Key contacts and relationships:**

- Service users and volunteer Befrienders.
- Service Commissioner.
- All internal teams.

### **Equality, diversity and inclusion:**

Age UK West Sussex, Brighton & Hove is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

### **Scope of job description:**

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the postholder.

## Person Specification – Befriending Coordinator

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Proven ability to coordinate 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 using in-house databases.	✓	
Experience of working in the charity sector.	✓	
Experience of working with older people.		✓
<b>Knowledge/qualifications</b>		
Sound understanding of GDPR and communication consents.		✓
<b>Skills</b>		
Excellent communication skills, verbal and written.	✓	
Excellent people skills.	✓	
Excellent computer skills.	✓	
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.	✓	
<b>Other requirements</b>		
Commitment to the organisation's mission and values.	✓	
Commitment to all aspects of sustainability to minimise environmental impact.	✓	
Full driving licence and use of car to facilitate regular travel. This is an essential car users post. Proof of appropriate insurance cover, including business use, will be requested.	✓	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity.	✓	