



Job Pack

**Befriending
Coordinator**

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Age UK Westminster exists to promote the well-being of older people in the City of Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage and social isolation for older people in our local community.

Information & Advice Team

Age UK Westminster is a delivery partner for the "Westminster Advice Services Partnership", focused on the delivery of I&A services for older people in Westminster. We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquires line for information and signposting.

Complex Needs Support Service

We provide Information, Advice, Advocacy & Support to older people and their carers in Westminster on and around a range of complex issues they are facing in their lives. This includes but is not limited to welfare benefits, housing & social care, health care, bereavement, family life and loneliness.

Cost of Living Advice

This involves supporting clients to maximise their income. The advisor assists clients by carrying out benefit checks and benefit applications. For those on means-tested benefits, low income, referrals are made on their behalf to the Cost-of-living support fund and for charitable grants.

Befriending

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. A telephone call is available for those who don't want a volunteer visit.

General & Older Volunteering

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

Digital Inclusion

This project helps older local residents make the most of the internet and their electronic devices in later life and help towards preventing loneliness and isolation. Age UK Westminster offers both group sessions and 1:1 support.

CNWL Digital Inclusion

Funded by CNWL NHS Trust, the KCW Social Isolation project is delivered by Age UK Kensington & Chelsea and Age UK Westminster in partnership. The project provides digital inclusion learning and guidance to adults aged 55+ referred by the bi-borough Older Adults Mental Health team.

Maintenance Cognitive Stimulation Therapy (MCST)

Face to face sessions available for people living with dementia in Westminster. Group members take part in meaningful and stimulating activities through our weekly 24-session Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

The Heart of Westminster Memory Cafe

The Heart of Westminster Café is a Memory Café for Westminster which offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. The Heart of Westminster Café provides a mixture of talks, information and advice, entertainment and activities.

Post Hospital Discharge

Age UK Westminster's Wellbeing & Connections Service provides vital assistance to older Westminster residents as they return home after a hospital stay or major health event. This free service from our Wellbeing & Connections team supports those aged 60 and over in making the adjustment back to independent living.

Exercise at home

Exercise at Home is a service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

Fit4Life

Age UK Westminster's Fit 4 Life project provides a range of activities and fun exercise classes at a range of community venues across the borough, as well as in the comfort of your own home. Classes are suitable for all, from gentle to more vigorous and challenging sessions.

Activities

Offering a diverse array of activities and services to support older people in the local community. Helping older adults live independently, stay active, and remain engaged with their local surroundings.

How to apply

Please send your application to: **enquiries@ageukwestminster.org.uk**. For questions about the role, please email **Liz.tack@ageukwestminster.org.uk**.

Your application should include:

- a covering letter that explains how you meet the person specification
- a CV detailing your recent experience, education and training
- names and contact details of two referees including one from your most recent employer/contracting organisation.

What we offer

- Flexible working
- Hybrid working
- Training and development
- 7% pension contribution
- 28 days annual leave (plus bank holidays) rising to 30 days after five years of service (pro-rata for part time staff)
- London Living Wage employer

Closing date for applications: 30th June 2025 at 9am. Interview dates: week beginning 30th June 2025.

The Role: Befriending Coordinator

Location: Beethoven Centre, London W10 4JL, with some hybrid working for negotiation

Reports to: Wellbeing & Connections Manager

Hours: Full time (or consideration of 4 days)

Salary: £26,000 - £28000 (dependent on experience)

Contract Type: Permanent

Purpose of the Role

To lead and manage the Befriending Service at Age UK Westminster, supporting older adults who are experiencing loneliness and social isolation. The service aims to foster meaningful connections through face-to-face and telephone befriending, group engagement activities, and walking groups—promoting emotional wellbeing and reconnection to the wider community.

Key Responsibilities

Service Coordination

- Lead the day-to-day delivery of the befriending service.
- Ensure all activities are conducted safely, ethically, and in line with Age UK Westminster's policies and procedures.
- Deliver a person-centred and holistic approach to client support.
- Support clients and volunteers to engage in a variety of options beyond 1:1 befriending, including attendance at small social groups and participation in walking support groups.
- Promote social reconnection by identifying opportunities for clients to increase confidence, reduce isolation, and re-engage with community life.

Client Engagement

- Monitor referrals to the service and conduct initial assessments in the client's home or via telephone.
- Match clients with suitable befriending volunteers, considering needs, preferences, and location.
- Encourage and support clients to access relevant activities such as Age UK Westminster groups, walking groups, and social events.
- Work closely with the Wellbeing & Connections Manager to maintain a responsive, flexible approach to client needs.

Volunteer & Staff Management

- Work with the Volunteer Coordinator to recruit, interview, DBS check, train, and support befriending volunteers.
- Supervise and monitor volunteers to ensure high-quality, consistent support is delivered to clients.
- Organise volunteer briefings, regular check-ins, and recognition initiatives to promote engagement and retention.
- Maintain effective communication and offer ongoing guidance to volunteers throughout their placements.
- Where new contracts or funding allow, manage additional staff including support workers or coordinators involved in service delivery.
- Provide induction, training, and supervision for any future staff, ensuring compliance with Age UK Westminster's policies and standards.
- Contribute to team building, service integration, and capacity development as the service expands.

Data and Monitoring

- Maintain accurate, up-to-date records using the Charity Log database.
- Evaluate service effectiveness and prepare reports for internal and external funders/ commissioners.
- Provide stories and case studies to support impact measurement and promotional work.

Safeguarding and Compliance

- Safeguarding Adults, reporting concerns promptly and appropriately.
- Ensure compliance with GDPR, confidentiality, and data protection protocols.

Partner Collaboration

- Build relationships with external agencies, community groups, and healthcare providers.
- Attend meetings and represent Age UK Westminster at relevant events.
- Promote awareness of the befriending service and Age UK Westminster's wider activities and services.

General Responsibilities

- Take initiative in improving and evolving the befriending service.
- Ensure timely completion of administrative tasks and reporting.
- Work collaboratively with colleagues across services to provide integrated support.
- Uphold the values, policies, and Equal Opportunities commitment of Age UK Westminster.
- Attend team meetings, training, and external events as required.

Person Specification

Essential

- Minimum 1 year of experience working with older people
- Understanding of the impact of loneliness and isolation on older adults.
- Experience with volunteer-led services and person-centred approaches.
- Excellent interpersonal, listening, and communication skills.
- Strong organisational and time management abilities.
- Confidence using MS Office and online systems (Word, Excel, Outlook, database input).
- Ability to work both independently and collaboratively.
- Knowledge of safeguarding, GDPR, and confidentiality best practices.
- Non-judgemental, empathetic, and supportive approach to service users and volunteers.

Desirable

- Experience working with community groups or group facilitation.
- Understanding of walking support initiatives or physical activity programmes for older people.
- Familiarity with Westminster's local services and networks.
- Experience with data collection, reporting, or use of systems like Charity Log.

Additional Requirements

This post is subject to an Enhanced DBS check and satisfactory references. Some travel within the Westminster borough will be required each week.