



JOB DESCRIPTION – BEFRIENDING PLUS SCHEME CO-ORDINATOR

Hours: 25 per week (flexible) for 6 months fixed term contract

Salary: £21,218 fte

Region: Home based, covering the county of Buckinghamshire

Reporting to: Befriending Scheme Organiser

Job Purpose

The aim of Befriending is to enhance the quality of life of older people in the community by alleviating the loneliness caused by social isolation. This new project aims to support older people become digitally confident and minimise the risk factors associated with loneliness. The post holder will support individuals and groups to connect through technology and build confidence to access the internet and a range of digital communication platforms. It will involve the recruitment and development of a team of volunteers who will provide support initially within the home followed by the most appropriate means.

The Project Co-Ordinator will be responsible for the smooth running of the service, providing regular progress reports and support project development ensuring that the project is delivered in a respectful, accountable and person-centred manner. The position entails a number of disciplines, as outlined below:

Client related

- To follow up referrals of older people to the scheme either by home visits within five working days of receipt of referral and to ensure the client is aware of the remit and boundaries of the service.
- To carry out a base line assessment of digital competence and agree goals. These include:
 - What the person wants to achieve
 - What skills/support and networks they will need to achieve this
 - What actions will set them on the road to success
 - Timescales to achieve their goals.
- To ensure that details of the Client Needs Analysis form are entered onto the database.
- To champion digital connectivity within Age UK Bucks and across communities in Buckinghamshire.
- Identify and escalate any concerns or other needs identified that Age UK Bucks can provide additional support

- To report any safeguarding concerns immediately to the Scheme Organiser and/or the Safeguarding Team at Buckinghamshire County Council.
- To keep up to date and accurate records on each client contact, including any new client details or changes to circumstances, and to enter these onto the organisation's database.
- To match up a client to a volunteer, bearing in mind background, interests and experiences and to support both parties during the initial meeting and on an on-going basis (see below)
- To make regular telephone contact with all clients to ensure all concerns and issues are dealt with. To respond to client queries and concerns as they arise.

Volunteer related

- Take the volunteer through the recruitment process, including completing Disclosure Barring Service checks every 3 years and ensure that two acceptable references are obtained for each new volunteer to the service.
- Promote volunteers opportunities specific to the project
- Ensure all potential volunteers are aware of the remit and boundaries of the service.
- To participate in the induction and on-going training of new volunteers in conjunction with the Scheme Organiser.
- To match up a volunteer to a client, bearing in mind background, interests and experiences, and the ability of the volunteer to fulfil that commitment.
- To make regular telephone contact with all volunteers to ensure all concerns and issues are dealt with. To respond to volunteer queries and concerns as they arise.

Administration

- To maintain accurate and up to date records for both clients and volunteers, as detailed above.
- To input details of the Client Needs Analysis on to the database.
- Provide performance reports demonstrating the impact and reach of the project

Team working/organisational

- To attend meetings every other month with the other Scheme Co-ordinators and Befriending Scheme Organiser and additional training / information sessions as required.
- To attend staff meetings where possible and quarterly individual supervision with the Scheme Organiser.

- To promote the organisation via liaison with other agencies, individuals and groups and via presentations/talks.
- To carry out other duties as may be required.

ORGANISATIONAL REQUIREMENTS

A commitment to the aims and objectives of Age UK Buckinghamshire is essential, as is an understanding and commitment to Equal Opportunities and Confidentiality.

Working within the policies and procedures of Age UK Buckinghamshire is a condition of employment.

Age UK Buckinghamshire adopts a no smoking policy.

This job description may be changed according to the needs of the organisation.

PERSON SPECIFICATION: BEFRIENDING PLUS SCHEME ORGANISER

- High level computer literacy with experience of working with databases
- An understanding of and commitment to the needs of older people
- Ability to interpret digital solutions and translate to an audience unfamiliar with digital technology
- A good understanding of digital communication platforms and of the voluntary sector
- Excellent communication skills, both verbal and written
- Ability to co-ordinate and deliver a project
- Experience of home visiting
- Experience of working with volunteers
- Ability to prioritise and manage time effectively
- Ability to work as part of a team, whilst being based at home
- Willing to attend training and other events as required.
- Ability to liaise with a wide range of people, including clients, family members, carers and professionals.
- Ability to promote the work of the organisation via presentations and talks.
- A car owner/driver is essential and some evening work may be necessary.

Values

- Commitment to help people learn
- Resourceful and self- motivated
- Organised and a structured approach to work
- Persuasive and motivating