

JOB DESCRIPTION BEFRIENDING CO-ORDINATOR

Responsible to: Careline Manager
 Hours: 12 hours per week
 Location: St Oswald's Hospital, Ashbourne, Derbyshire

Introduction:	Careline provides a confidential and supportive telephone befriending service for the elderly and vulnerable adults in the Derbyshire Dales and East Staffordshire. Its aim is alleviating isolation, loneliness and social exclusion and to help service users avoid crisis situations and to support them in living independently in their own homes.
JOB PURPOSE:	The Befriending Co-ordinator is responsible for supporting the day to day running and administration of the organisation, which includes communication with members and volunteers; monitoring members folders; conducting members review visits; keeping the volunteer notice boards up to date; supporting volunteers in their work; and general administration.
Specific Requirements & Responsibilities	<ul style="list-style-type: none"> • Conduct regular reviews with members (on average 2 a week) in their homes to measure members well-being and identify any changes in their circumstances and needs • Add details and notes of review visits completed to the charity's database and management system • Monitor members' folders (on a weekly basis), including checking members folders weekly to identify any problems or issues; reading volunteer notes and discussing with Manager as appropriate; keeping member's folders and contents up to date • Take initial referrals and pass on information and referral forms to Careline Manager and other members of the team. At times, the Befriending Co-ordinator may be required to make referral visits to new Members' homes. • Support the work of the volunteers in the Careline office and at times deliver training for new volunteers. • General administration to include checking notes and volunteers suggestion box; keeping Members' birthday calendar up to date and sending birthday & Christmas cards; putting together members and volunteers joining packs; keeping supplies of stationery up to date; backing up electronic files on a regular basis. • Supporting fundraising activities e.g. annual Christmas Coffee Morning • Attend management meetings and AGMs as required, and record minutes if required • Work within the Data Protection Act • Keep information confidential (in accordance with the Careline confidentiality agreement and to be aware of the needs of

	<p>members at all times</p> <ul style="list-style-type: none"> • Keep accurate records of activity to allow the Manager to monitor progress of Careline's objectives • To provide emergency cover for volunteers if required during working hours • To attend Careline training meetings as required
Person Specification	<ul style="list-style-type: none"> • Commitment to understanding the needs of the elderly and services for older people • Administrative experience • Understanding of confidentiality (working with Careline's Data Protection and Confidentiality Policies) • A positive outlook and enthusiastic approach • Willingness to help raise self esteem/confidence through positive befriending • Ability to work without direct supervision at times
Skills and Competencies	<ul style="list-style-type: none"> • Excellent time management skills and attention to detail • Good interpersonal and influencing skills; a team player • Excellent communication skills both written and oral • Strong interpersonal skills • Ability to work alone and as part of a team • Good organisational skills and the ability to multi-task • IT proficient in the use of Microsoft packages including Outlook, Word, Excel & Powerpoint • Able to maintain a Customer Management Database on Access
Hours of Work Terms and Conditions	<p>12 hours a week spread across 2 or 3 days Service Office Hours (Mon – Fri) 9.30 a.m. – 4.30 pm The Befriending Co-ordinator will at times be responsible for the Careline phone during working hours, and will also be required to be on-call 1 weekend a month.</p> <p>Salary: NJC scale point 20, £19,430 pro rata</p> <p>Contract: 12 month fixed term contract (may be extended, subject to funding)</p> <p>Holidays: 20 days per year + Bank Holidays (pro-rata)</p>
Place of Work	<p>Place of work: St Oswald's Hospital, Clifton Road, Ashbourne. The Befriending Co-ordinator will be required to travel and work within the Southern Derbyshire Dales and East Staffordshire.</p> <p>A Disclosure and Barring Service (DBS) check is required for this post.</p>
How to apply	<p>How to apply: Please send a CV along with a covering letter outlining how you meet the skills and experience required for this post to: info@carelinecalling.org.uk</p> <p>Closing date: Monday 19 June 2017, 12 noon Interview dates: Thursday 29 & Friday 30 June 2017 More information about Careline can be found at www.carelinecalling.org.uk</p>

