

## Befriending Coordinator Role Description and Person Specification

**Job role:** Befriending Coordinator

**Contract type:** 1 year fixed-term contract

**Reporting to:** Programme Manager (South Yorkshire)

**Hours:** 22.5 hours per week

**Salary:** £12,735pa

**How to apply:** Send a CV and covering letter outlining why you would be a good fit for this role to [info@letsbfriend.org.uk](mailto:info@letsbfriend.org.uk) with the subject line: Befriending Coordinator Application

**Application deadline:** 4 August

**Interviews to take place:** 8 & 10 August

### Job purpose:

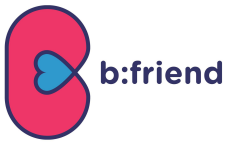
As a Befriending Coordinator, you have the extraordinary opportunity to make a meaningful impact in the lives of isolated older neighbours in South Yorkshire. Your role is not just about coordinating and managing volunteers, but about creating connections that bring warmth, friendship, and joy to those who need it most. By pairing volunteers with older individuals, organising vibrant social club sessions, and building relationships with stakeholders, you will combat social isolation and contribute to the overall wellbeing and connectedness of our community. Your dedication and commitment will empower older individuals to rediscover the joy of human connection, making a lasting difference in their lives. Together, we can inspire hope, restore happiness, and create a future where no one feels alone.

b:friend welcomes applications from all candidates irrespective of age, pregnancy and maternity, disability, gender, gender identity, sexual orientation, race, religion or belief, or marital or civil partnership status.

### Job description:

The responsibilities of the role includes:

- Pair and manage volunteer befrienders with isolated older neighbours in South Yorkshire
- Create and manage volunteers and pairings in other geographic areas in England and Wales
- Plan and deliver at least two Social Clubs per week - specifically in **Wheatley Hills, Doncaster on Friday mornings and Mowbray Gardens, Rotherham on Thursday afternoons**
- Develop day-to-day relationships with key stakeholders and referral pathways in South Yorkshire
- Build strong network of contacts locally and ensure the charity is strategically contributing to health and social care working groups
- Administer registers and records which track attendance, interactions, surveys, relationships and group activities along with demographic data
- Perform outreach in the community (online and offline) allowing *b:friend* to reach individuals most needing befriending support and recruit new volunteers



- Provide Social Club cover across South Yorkshire where needed
- Managing project budgets and writing monitoring reports where required
- Assist wider b:friend coordinating fundraising and engagement initiatives

General responsibilities:

- Work across the b:friend team and assist in all areas of work. Coordinate and attend internal and external meetings and events
- Contribute to the general administrative running of b:friend
- Adhere to and promote b:friend's organisational values
- Be flexible and carry out other associated duties as they may arise, develop or be assigned in line with the broad remit of the position
- Maintain and improve competencies through continuous professional development
- Abide by all organisational policies, codes of conduct and practices
- Support and promote inclusion, diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private or sensitive information about individual organisations and or beneficiary or staff and project data

#### Expectations:

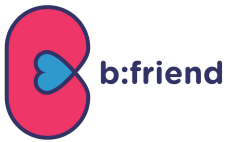
The annual performance targets for this specific role include (but are not limited to):

- 48x befriending pairings created in South Yorkshire
- Deliver two weekly Social Club sessions. **Your regular clubs will be in Wheatley Hills, Doncaster on Friday mornings and Mowbray Gardens, Rotherham on Thursday afternoons**
- Complete surveys with each older neighbour matched with a volunteer befriender at key milestones
- Identify & refer local funding opportunities to CEO
- Monthly 1:1 review meeting with line manager (opportunity for impact updates and support)

#### Person Specification:

Essential Criteria:

- Empathy and Interpersonal Skills: Ability to build and maintain relationships with older neighbours, volunteers, and key stakeholders. Demonstrated empathy and understanding towards the needs and concerns of isolated older neighbours.
- Organisational Skills: Strong organisational skills with the ability to manage multiple tasks, prioritise workload, and meet deadlines effectively.
- Communication Skills: Excellent verbal and written communication skills. Ability to communicate with individuals from diverse backgrounds and varying levels of support needs.
- Networking and Relationship Building: Proven ability to establish and maintain a strong network of contacts within the local community and contribute to health and social care working groups.
- Initiative and Problem Solving: Ability to work independently, take initiative, and proactively address challenges or obstacles that arise in the befriending programme.
- IT Skills: Basic proficiency in IT systems.



- Data Management: Proficiency in maintaining accurate records, registers, and databases to track attendance, interactions, surveys, relationships, and group activities whilst adhering to data protection laws and policies.
- Flexibility: Willingness to work evenings and weekends when required to provide social club cover and participate in community outreach activities.
- Commitment to the Organisation's Mission: Strong alignment with the mission and values of b:friend, and a genuine interest in supporting isolated older neighbours in the community.
- Commitment to Equality Diversity and Inclusion

Desirable Criteria:

- Experience: Previous experience in coordinating and managing volunteer programmes, preferably in a befriending or community support setting.
- Knowledge of the Social Care Sector: Familiarity with the social care sector, including relevant policies, procedures, and referral pathways.
- Fundraising Experience: Experience in coordinating fundraising initiatives, identifying funding opportunities, and supporting engagement activities. Experience in budget management and writing of monitoring reports.
- IT Skills: Basic proficiency in using online tools and platforms for community outreach and communication purposes. Particularly G-Suite and Microsoft applications.

Note: The above person specification outlines the desired qualities, skills, and experience for the role of Befriending Coordinator. Applicants should address these criteria in their application and demonstrate how they meet the essential requirements.