

## Befriending Coordinator Job Description

<b>Position Title</b>	Befriending Coordinator	
<b>Post Conditions</b>	Fixed term for three years from February 2025	Part-time – 21 hours a week over three days 9 till 5 with 1 hour lunch
<b>Remuneration</b>	£13.50 per hour rising to £14.00 per hour after training is completed (£24,570 to £25,480 pro rata)	
<b>Annual Leave</b>	18 days per annum (30 days pro-rata) + 6 public holidays	
<b>Position Location</b>	Homebased in Skye or Lochalsh with frequent with travel across the area	
<b>Reports To</b>	SLCVO Chief Officer	

This position plays a key role in overseeing the Skye and Lochalsh befriending service and fostering connections with stakeholders. Responsibilities include recruiting, training and supporting volunteer befrienders, coordinating client connections, creating newsletter and social media content, maintaining SLCVO's third-sector directories, and contributing to the development of new projects to enhance our community outreach efforts.

### Organisational Context

Skye and Lochalsh Council for Voluntary Organisations (SLCVO) is a community development organisation that supports the social, health and community wellbeing of Skye and Lochalsh. We provide support services to communities and groups, work with people who are interested in volunteering and support the third sector to champion co-production.

Befrienders Skye and Lochalsh is a volunteer befriending service run by SLCVO. It is supported by the Highland Hospice and NHS Highland, and offers a range of services including 1:1 befriending and hospital visits. The service has a maximum capacity of 36 clients, 6 hospital befrienders and 6 post-discharge supports.

The befrienders service is a partner in the Skye and Lochalsh Health, Wellbeing, and Welfare Collaboration project which aims to improve community led support, increase third sector sustainable growth, and share innovation and knowledge among its members. This role will support collaboration project communications and administration as well as the development of new befriender service initiatives.

## Key Responsibilities

### Coordination of Befriending Services

- Lead and manage the befriending service, ensuring it operates safely, effectively, and efficiently for both clients and volunteers.
- Deliver the service in a person-centred way, addressing the unique needs of each individual.
- Collaborate with Broadford and Portree Hospitals to maintain the safe and efficient operation of hospital-based services.
- Work closely with the Chief Officer to ensure seamless and effective service delivery.
- Conduct regular service evaluations, prepare monitoring reports, and participate in relevant internal and external meetings.
- Support the Chief Officer in organising and facilitating stakeholder and community engagement events.
- Contribute to planning and implementing new initiatives to grow and improve service offerings.
- Adhere to safeguarding and GDPR requirements, maintaining strict confidentiality with all contacts and information.

### Volunteer Recruitment and Support

- Recruit, interview, and select befriending volunteers.
- Manage PVG checks and deliver comprehensive befriending training.
- Facilitate regular support meetings for volunteers to discuss experiences, share insights, and provide guidance.
- Conduct ongoing assessments to understand and address volunteer experiences and needs.
- Maintain accurate and up-to-date records of volunteer activities and interactions.

### Client Referrals and Support

- Build and maintain strong relationships with key stakeholders, serving as the primary contact for enquiries and feedback.
- Handle incoming referrals and conduct thorough client assessments.
- Coordinate suitable client-volunteer matches and perform regular evaluations to understand and address client experiences and needs.
- Keep accurate and up-to-date records of client interactions and service details.
- Provide guidance and referrals to additional support services when appropriate.

### Communications

- Collect and develop compelling stories and case studies that showcase the experiences of volunteers/clients and the positive outcomes of the befriending service.
- Design and distribute engaging communications to promote the befriending program, events, and organisational initiatives.
- Ensure the organisation's websites and directories are regularly updated with accurate information.
- Assist in creating and distributing SLCVO's monthly newsletter.

## Person Specification, Knowledge and Expertise

### Skills and Experience:

- Experience in volunteer management, including recruitment, support, and retention.
- Experience assessing the needs of service users and delivering information sessions to promote services.
- Proven ability to record, maintain, and evaluate information from assessment, monitoring, and review processes.

### Communication Skills:

- Excellent verbal and written communication skills.
- Ability to engage with individuals from diverse backgrounds, including volunteers, stakeholders, and community members.
- High levels of tact, diplomacy, and empathy in dealing with a wide range of people.

### Interpersonal Skills:

- Proven ability to build strong relationships and provide effective support for clients and volunteers.
- Strong team-working skills with the ability to collaborate effectively with colleagues.

### Organisational and Time Management Skills:

- Expertise in planning and managing work schedules, administrative tasks, and project coordination.
- Ability to juggle multiple tasks, work under pressure, and meet tight deadlines.

### Training and Resource Development:

- Experience in planning and facilitating training sessions, including materials preparation for both face-to-face and online delivery.
- Proven ability to develop a range of resources, including publications, reports, and training materials.

### IT and Remote Work Skills:

- Advanced proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and remote collaboration tools (Zoom, Teams).
- Comfortable using remote communication technologies to maintain productivity and collaboration.

### Personal Qualities:

- A genuine interest in volunteering and creating positive social impact.
- A proactive, problem-solving mindset with enthusiasm for new challenges.
- Resilient, self-motivated, and capable of working independently and as part of a team.
- Strong passion for making a positive difference in people's lives.
- Understanding of equality and diversity and the ability to uphold these values in practice.
- A professional approach to all interactions, whether in person, over the phone, or in written communication.

### **Why Join Us?**

This is a rewarding opportunity to make a real difference in people's lives by supporting social connections and community engagement. You will play a vital role in expanding our befriending program, enhancing our outreach, and building our organisation's presence. We offer a supportive work environment, opportunities for professional development, and a mission-driven culture.

### **Working at SLCVO**

SLCVO is an equal opportunity employer and implements a programme of positive action to make this policy fully effective by ensuring that no job applicant or employee receives less favourable treatment on the grounds of protected characteristics or attributes.

We are committed to the Scottish Government's Fair Work First policy and are striving to be an organisation which sees employees engaged in what we do, supported through training and development opportunities, and we promote positive approaches to make SLCVO a flexible and dynamic place to work.

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