

## JOB DESCRIPTION

<b>Job title</b>	Reconnector
<b>Report to</b>	Volunteer & Befriending Manager
<b>Hours of work</b>	15 hours pr week
<b>Salary</b>	£9633.00 per annum
<b>Location</b>	Sutton Coldfield Base – with travel across Birmingham area
<b>Contract type</b>	3 Years

### Job Purpose

To work as part of a team within the charity's volunteer and befriending services offer across the city and surrounding areas.

To work 1-2-1 with older adults to assess wellbeing, increase socially activity and signpost to other services as required.

To set up, run and offer support to friendships groups across the city and workshops as required.

To link and work with other organisations such as community, health and social care colleagues to enhance our offer and outcomes.

Recruitment, support and guidance of volunteers.

### Essential Duties/Responsibilities:

- To support Volunteer & Befriending Manager with the setting up and coordination of a Befriending Forum
- To set up, run and support friendship groups across the Birmingham
- Develop and deliver workshops where required
- To use appropriate systems to monitor and evidence the work of the befriending projects, and to help gather, update and organise relevant information
- Work to set KPIs and outcomes, producing a monthly report for Volunteer & Befriending Manager
- Notify any safeguarding matters in accordance with relevant policy
- Liaise with stakeholders, including Neighbourhood Network Schemes, health and social care colleagues
- Attend team meetings and weekly briefing sessions to ensure effective communication and monitoring
- Prepare and complete case studies / stories of difference
- To support with other befriending projects across the charity where required
- Coordinate the recruitment of volunteers for the project
- Support and guide project volunteers
- Organise, attend and take an active role in regular social events, including an Annual Celebration event for the project
- Promote the service, ensuring quality standards are fully achieved
- To work collaboratively with fundraising, media and campaigns teams, sharing responsibility for the achievement of jointly agreed objectives, as appropriate.
- Ensure that services are maintained to the highest standard and support further development
- Carry out any other duties consistent with the responsibilities of this post as requested from time to time by the Volunteer & Befriending Manager

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>Knowledge, Skills and Abilities:</b>		
Understanding the needs of older people in the community	*	
Knowledge of befriending services – either in a paid or unpaid capacity	*	
Knowledge of the wider issues facing older people, including practical and social	*	
Ability to promote the project		
Ability to work calmly under pressure	*	
Ability to work alone and as part of a team	*	
Ability to work on own initiative and to prioritise workload	*	
Ability to manage time and multi-task across a number of areas	*	
Ability to travel across Birmingham and the surrounding areas	*	
Basic understanding of the impact and needs of Carers		*
<b>Experience:</b>		
Experience of working with and motivating volunteers	*	
Experience of working with older people		*
Experience of working with statutory and voluntary organisations for older people	*	
Experience of completing reports	*	
<b>Personal Characteristics:</b>		
Approachable	*	
Empathy with volunteers and clients	*	
Ability to work with others in a supportive way	*	
Commitment and understanding of equal opportunities	*	

### Special Conditions:

- An enhanced DBS check will be undertaken for this role
- This is a description of the job as it is at present
- It does not form part of the contract of employment
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported