

Befriending Co-ordinator



Job Description and Person Specification

Post Title:	Befriending Co-ordinator 25 hours per week.
Salary:	£29,000 per annum pro rata, plus 8% pension (with the organisation contributing 7%)
Location:	Kirkcaldy, with the option for some home-working by agreement
Reporting to:	Head of Volunteering Development

Main Purpose of Post

To co-ordinate Fife Voluntary Action's Befriending Project including recruiting, selecting, training and supporting volunteers to deliver befriending services; to assess potential service users in line with referral criteria, to co-ordinate quality befriending matches and support the Head of Volunteering Development in reporting and evaluation.

Main Duties

1. Recruit, select and develop volunteers to deliver a high-quality befriending services to people referred to the project;
2. Supervise and co-ordinate the volunteers training;
3. Ensure new volunteers receive appropriate and consistent induction and understand FVA's policies and procedures, PVG checks;
4. Provide direct advice, support and supervision to an assigned group of volunteers;
5. Attend home visits of those referred to the project to access suitability.
6. Promote the service with selected partners and organisations (Befriending Networks etc);
7. To actively promote and publicise the benefits of volunteering to stakeholders, client groups and referring agencies through marketing and advertising, as well as attendance at events, delivering workshops/presentations and training sessions;
8. To develop and attend a range of activities to promote the work of FVA and the volunteering team e.g. delivering lunchtime learning sessions, facilitating forums/networks and contributing to partnership campaigns which promote volunteering;
9. Develop awareness raising opportunities, appropriate resources and material;
10. Ensure volunteering opportunities are promoted effectively;
11. Keep up to date with relevant policy and practice in volunteering and in working with people in the community;
12. To take personal responsibility for contributing to high quality standards in customer relations, service delivery, project management and communications.
13. To monitor and evaluate service provision; including producing reports, occasional case studies and update appropriate database systems;
14. Undertake training related to the post as appropriate and with agreement from the Head of Volunteering Development.

This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time.

Fife Voluntary Action is a Registered Company in Scotland No. SC203613 and Registered Scottish Charity No. SCO28457.

Registered Office: Caledonia House, Pentland Park, Saltire Centre, Glenrothes, KY6 2AL.

The organisation also reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business.

There is a requirement to work evenings and weekends as necessary in order to ensure appropriate fulfilment of duties.

Person Specification

Essential requirements:

- Relevant professional qualification and/or proven relevant community development experience;
- Previous practical experience of co-ordinating Befriending services or working in a similar role;
- Previous experience of working with, and supporting, volunteers;
- An excellent understanding of the needs and motivations of volunteers and the ability to motivate others.
- Demonstrable relationship building skills and networking abilities;
- Knowledge of best practice in all issues relating to volunteer management;
- Experience of delivering presentations to a diverse range of audiences e.g. customers, professionals and other stakeholders;
- A proven capacity to manage a diverse workload and prioritise effectively to meet deadlines;
- A sensitive and professional approach towards volunteers with multiple issues and challenges in their lives;
- Willingness to learn; work as part of a team and to help others;
- Excellent interpersonal, oral, written, numeracy and ICT skills;
- Efficient, self-motivated, and proactive, with good organisational skills;
- A personal commitment to equal opportunities and organisational excellence;
- Displays honesty, integrity and a strong sense of ethics in all actions and decisions;
- Valid driving licence and access to a car.

Desirable requirements:

- Previous experience of delivering training and/or group learning;
- Previous experience of volunteering;
- Previous experience of supporting older people
- Experience of working within the third sector;
- Qualification in volunteer management.