**Job Description**

**Role Title** Befriending Coordinator – Fife (Adults/Older People’s Project)

**Role Purpose** Deliver activities defined by our Befriending Project in Fife, including provision of support for adults and older people who are socially isolated, lonely or disconnected, as result of barriers arising from disability, ill health or other circumstances.

**Location:** Admin home based in Fife with frequent travel throughout Fife area.

**Disclosure:** This is regulated work and will require a PVG.

**Organisation** The postholder reports to the Befriending Services Manager and works with colleagues including the Engagement and Fundraising Officer and other Learning and/or Befriending Coordinators across Scotland.

**Responsibilities**

1. Provision of a befriending service for disabled adults and older people aged 16+.
2. Support people to co-design accessible activity plans which meet their self-defined goals, and to undertake a regular review of progress.
3. Contribute towards the development of policies and procedures for the project.
4. Adopt an efficient blended approach of remote and face to face support which includes travel to meet with participants, volunteers and partners.
5. Maintain effective digital records and project monitoring activities.
6. Effective report writing, including completion of monitoring reports to funders and production of impact case study evidence and evaluation reports.
7. Function as part of the regional team and liaise effectively with the national team.
8. Work effectively with Lead Scotland’s stakeholders, including funders and partners.
9. Represent Lead Scotland effectively at external events and as part of national consultations.
10. Recruit, induct and support a bank of volunteer befrienders.
11. Actively market the befriending project across the Fife area to raise awareness of the service, to maintain and develop referral pathways to target those hidden from view.
12. Provide transition support for project participants to progress beyond the service, working with partners to enable a joined-up approach to delivery and to ease transitions between services.
13. Any other reasonable duties as directed by the Befriending Services Manager or the Chief Executive Officer to ensure that Lead Scotland meets its obligations.

**Expected Outcomes**

The delivery of an efficient, effective and targeted befriending service across the Fife area which enables disabled adults and older people to flourish and meets the outcomes and target numbers agreed with the funder. Key outcomes include:

* People at risk of being isolated are more connected to their community.
* Befriendees have increased wellbeing.
* Befriendees have more opportunities to participate.
* Befriendees have more positive relationships (quality and/or quantity).
* Volunteer befrienders feel more involved in meaningful activity.

**Person Specification**

**Post Title: Befriending Coordinator**

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|  | **Essential** | **Desirable** |
| **Education/ Qualifications/ Training** | * Commitment to continuous professional development | * Professional qualification (e.g., Community Development, Social Care or Youth Work qualification or equivalent by experience) * Membership of CLD Standards Council for Scotland |
| **Experience/**  **Knowledge** | * Experience of working one-to-one with disabled adults or older people experiencing a range of barriers to participation and community engagement to gain positive outcomes. * Experience of action planning and goal setting. * Commitment to disability equality, rights of disabled adults and older people. * Coordination experience of delivering wide reach projects. * Understanding/experience of person-centred approaches to delivery and commitment to using a person-centred approach. * Experience of working with and training volunteers. | * Understanding of working in the third sector. * Volunteer management experience. * Previous experience of designing and tailoring individual support plans. * Knowledge of disabled adults and older people’s rights. * Track record as an advocate of equality. * Understanding of policy landscape for disabled adults and older people. |
| **Skills/**  **Abilities** | * Ability to use own initiative. * Confidence in communicating one to one and with groups. \*\* * Ability to engage disabled adults and older people who may lack confidence. * Ability to use own initiative and work under pressure as part of a team. * Excellent organisational skills, ability to organise and prioritise. * Ability to record, monitor and evaluate work. * Very good digital skills (e.g., social media and Microsoft packages). * Enthusiastic and positive approach. * Creative, flexible, and receptive to change. * Solution focused approach to problem-solving. | * Report writing * Experience of developing and maintaining a network of key project contacts. |
| **Additional** | * Clear PVG check. * Access to transport due to the nature of the work in homes and communities across the region. |  |

Lead Scotland is an organisation centred on people. As such we support a nurturing and flexible environment for our befriendees, volunteers, and staff. We encourage empathy, sensitivity, and enthusiasm to ensure our commitment to equality and diversity in everything we do. Your ability to use your initiative to adapt to others’ needs and to bring a calm approach to your professional delivery of befriending and support will ensure that your personal attributes are aligned with this role.

\*\*In the context of this role, communicating involves:

* written communication via email.
* Telephone conversations with colleagues, partners, and befriendees.
* Online communications using different platforms including Zoom and MS Teams, with colleagues, partners, and befriendees.
* In-person conversations with befriendees, colleagues, and partners.
* Occasional opportunities to present information to colleagues, befriendees, and partners using a medium that works for you, which could include flipcharts, Canva/PowerPoint/Slido etc, video, recorded spoken word, or spoken word/sign language as required.