



## JOB DESCRIPTION

<b>Job title:</b>	Buddying & Befriending Volunteer Co-ordinator
<b>Reporting to</b>	Lead Volunteer coordinator
<b>Hours</b>	3-4 Days per week, (over 5 days Mon-Fri), some flexibility outside of these hours in line with the requirements of the role maybe required
<b>Grade</b>	A+
<b>Salary</b>	£17,375 to £20,849 Pro rata
<b>Contract</b>	Fixed term to March 2024

### Role Overview

The Volunteer Co-ordinator role is responsible to the Lead Volunteer Coordinator, and will ensure that the charities Buddying and Befriending Scheme is coordinated within the areas identified efficiently and to a high standard, meeting all targets set both internally by CLT and externally by our funders.

Working as part of an established team the Volunteer Co-ordinator will effectively market the scheme to potential referral sources, recruit, assess and manage a team of volunteers, and will effectively match those volunteers with suitable clients referred to the scheme, with the overall aim of reducing loneliness and isolation within Cheshire.

### Main Responsibilities and duties:

#### Overall Job Purpose

- To recruit, assess and manage a team of volunteer Buddy's and Befrienders for both Telephone and Face to Face Befriending
- To arrange suitable Training for all volunteer Buddy's and Befrienders
- To suitably match volunteers with clients following CLT's established due diligence processes and procedures
- To ensure KIT arrangements are established and maintained for Volunteers and Client referrals
- To meet with client referrals to help them achieve their personal goals
- To arrange regular Social Events for the Volunteer Team
- To effectively Market and Publicise the Scheme to potential referrals sources and host Launch and other Events



- To ensure that the 'Test and Learn' principles are adhered to
- To contribute to the Sustainability Plan for the Project
- To ensure that all reporting and evaluation requirements are met
- To attend meetings as required
- To meet all targets set for the Scheme

### **Key Result Areas**

- To meet all contractual targets set for the Scheme
- Develop and maintain effective relationships with all partners, professionals, stakeholders and other networks
- Effective communication with referrers, clients, volunteers and stakeholders
- To KIT with all volunteers and client referrals on a regular basis
- Maintaining monthly statistical data as required
- Completing of Evaluations with Volunteers / clients at key points within the scheme

### **Key Accountabilities**

- To drive the Recruitment and Assessment of Volunteers to meet set targets for the Buddying and Befriending Scheme
- To arrange Training for the Volunteer Team (Telephone or Face to Face)
- To effectively liaise with all partners, networks and other CLT projects and develop existing links to benefit the scheme
- To Manage and Supervise the Volunteer Team and provide appropriate feedback
- To manage the matching process for volunteers and client referrals
- To provide relevant internal and external reports as required on a regular basis
- To attend all meetings and networking events as required
- To arrange Monthly Social Events for the Volunteer Team
- Marketing and Promotion of the Scheme in line with the Project Plan
- To meet the Evaluation requirements of the scheme

### **Usual Accountabilities**

- To receive, store and process data (in whatever form or medium such data takes – e.g., electronic and/ or documented) in a confidential manner and in accordance with the Company's agreed data management policies and GDPR
- To develop and contribute to team meetings
- To have regular supervision and review of targets
- To promote the conduct and ethos of the organisation at all times



- To understand and apply all Changing Lives Together policies and procedures at all times in all areas of your employment
- To attend any relevant training to support continued professional development in line with the organisations training policy
- To carry out such relevant and appropriate duties commensurate with the framework of the post and grade that from time to time may be required by management in consultation with the post holder.
- This job description is subject to regular review in accordance with changing organisational needs and consultation.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE Maths, English Grade C or above or equivalent</li> <li>Level 2 Support Tutor qualification (9295), or similar equivalent preferred PTLLS, CTLLS</li> <li>Excellent IT Skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of the Voluntary Sector</li> <li>Experience recruiting and managing volunteers</li> <li>Knowledge of the client group</li> <li>Ability to meet deadlines and achieve challenging targets</li> <li>Excellent people-skills</li> </ul>	<ul style="list-style-type: none"> <li>Previous Experience of Buddying and Befriending Schemes</li> <li>Previous experience of working with over 50s</li> </ul>
<b>Skills, Knowledge and Abilities</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal &amp; Communication skills</li> <li>Good IT Skills, Word, Excel, emails etc.</li> <li>Ability to liaise with a variety of different partners</li> <li>Ability to motivate others</li> <li>Safeguarding Vulnerable Adults</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience working across Cheshire</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Understand and respect the organisations values</li> <li>Commitment to the mission statement, values and to the specific charitable objectives and ethics of the Charity</li> <li>Highly self-motivated and able to use initiative</li> <li>Innovative, flexible and adaptable</li> </ul>	



Changing Lives Together is committed to supporting people with disabilities and will make reasonable adjustments to these requirements where this enables a disabled person to do the job effectively.

### **Recruitment Process**

Application Closing Date:

Interview Date week commencing:

**Please note we do not score CV's please use the Changing Lives Together Application Form.**

Please return your completed application form by email or post to:

Email – [pmarsden@changing-lives-together.org.uk](mailto:pmarsden@changing-lives-together.org.uk) and [hr@changing-lives-together.org.uk](mailto:hr@changing-lives-together.org.uk) marking the header “Recruitment Private and Confidential”

### **Post - Private and Confidential**

FAO: Recruitment  
Changing Lives Together  
Unit 12, Road Two  
Winsford Industrial Estate  
Winsford

Buddying & Befriending Volunteer Co-ordinator  
March 2022



Cheshire  
CW7 3QL