

Role Description

Division:	Information, Advice & Friendship Services
Department:	Friendship
Location:	Scotland: blend of office (Edinburgh-based) and home working
Geographical focus:	Scotland-wide
Contractual status:	Permanent
Hours:	35 hours per week, with occasional weekend working
Line Manager:	Friendship Manager
Direct Reports:	Friendship Service Volunteers (corporate and individual)
Salary:	£27,413.40 pa

Job Purpose

Our people are central to our success in delivering services for older people in Scotland. We pride ourselves on having a positive working environment and culture.

Our mission is to inspire, involve and empower older people in Scotland, and influence others so that people can enjoy better later lives.

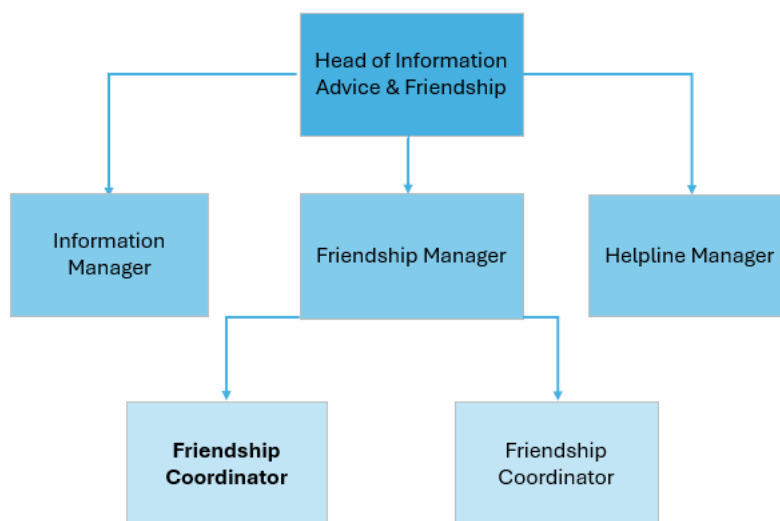
Sadly, thousands of older people in Scotland feel lonely and isolated and we want you to help change that!

As a Friendship Coordinator, you will have responsibility for the day-to-day co-ordination of our friendship services, you will help create a culture that promotes inclusion and diversity, flexibility, productivity, creativity, innovation and growth.

People-centred, you will work closely with the Friendship Manager and Head of Information, Advice and Friendship services to implement the friendship strategy to attract and retain talent and create an environment where staff and volunteers feel valued and supported to do their very best.

Living our values, you will approach the role with integrity, while involving, inspiring and empowering our teams, so together we can create better outcomes for older people in Scotland.

Organisational Chart



What you'll do

As Friendship Coordinator, you will work with the Friendship Manager and Friendship Coordinator to co-ordinate and support the delivery of Age Scotland's friendship services.

Volunteer Management

- Recruit volunteers nationally.
- Train, induct and support volunteers, based in-office and remote, to provide calls, administration, facilitation, quality assurance and research to meet service demand.
- Coordinate and allocate volunteer log in details and licenses.
- Check volunteers' case notes, providing call feedback as necessary.
- Support volunteers during/after challenging calls.
- Ensure retention of volunteers with effective support, reviews, supervision meetings, motivational events and excellent communication.
- Ensure adequate volunteer/staff cover for friendship services, often at short notice.

Service Development

- Ensure the service is delivered with empathy and respect, focusing on our callers' needs and desired outcomes.
- Research and identify ongoing opportunities for growth.
- Support the promotion of friendship services, including delivering presentations and attending events either virtually or face to face.
- Ensure the service is delivered in accordance with Age Scotland's policies and procedures, including confidentiality and safeguarding.
- Carry out friendship calls on a flexible, daily basis as required.

- Support donation opportunities as appropriate.
- Support the development and delivery of friendship circles.

Administration and Reporting

- Allocation and monitoring of calls, referrals and active waiting lists and continually assess callers' ongoing suitability for the services.
- Provide support and signposts to callers to ensure we are tailoring to individual needs or engaging alternative support if required.
- Ensure that service delivery volunteer guides are regularly updated.
- Ensure that our database is maintained and updated in accordance with data protection requirements. · Actively contribute to the work of other Age Scotland teams including providing social policy evidence.
- Answer and make telephony service calls when required.
- Actively contribute to the development of systems and technology required to support our service.
- Support the friendship manager in providing regular reports, conducting quality assurance surveys, evaluations and outcomes of services, and service reviews by way of creating case studies, effectively telling our story.
- Objection and complaint handling.

What you'll bring

Knowledge & Experience:

Essential

- Experience of supporting the delivery of telephone services.
- Experience of recruiting, supporting and training volunteers.
- Experience of working with databases and digital platforms.
- A knowledge of issues affecting older people in Scotland and how these link to loneliness and isolation.
- An understanding of, and commitment to, equal opportunities.
- Knowledge of issues relating to safeguarding of vulnerable people.

Desirable

- Experience of delivering training
- Experience of working with and supporting older people.
- A knowledge of evaluating outcomes.

Skills & Qualities:

Essential

- Ability to check service quality and give constructive feedback.
- Ability to communicate effectively in writing and in person.
- Ability to work under pressure and prioritise work in a busy environment.

Friendship Coordinator

- Ability to work autonomously as well as flexibly and to respond positively to service developments.
- Ability to work independently and as part of a team.
- Confident dealing with people at all levels.
- Ability to build and maintain effective relationships with volunteers and callers.
- Excellent telephone manner coupled with excellent customer service skills.

Desirable

- Familiarity with call recording systems and call handling coaching.
- Ability to use electronic case recording systems.

Additional requirements

Essential

- Commitment to the aims and vision of Age Scotland and an ability to demonstrate our values (Empowering, Inspiring, Inclusive and Integrity) in your work.
- Commitment to providing older people with high quality services.
- Commitment to tackling the stigma of isolation and loneliness
- Commitment to working alongside volunteers and supporting their development.
- An understanding of and commitment to equal opportunities.
- Willingness to work from the Edinburgh office when required (NB, travel costs from home to the office will not be reimbursed by Age Scotland).
- Employees are expected to have a suitable home work space with a good broadband connection for occasional home working.
- Employees enrolled in Multi-Factor Authentication (MFA or 2FA) will be expected to install and maintain an app on either their personal or work mobile device.
- Employees are expected to undertake any and all other reasonable and related tasks allocated by their line manager.
- The role may require public holiday and occasional weekend work.
- The role may require occasional travel in Scotland involving possible overnight stays.