



Befriending Co-ordinator Recruitment Pack

February 2026

befriend a child



turn a frown upside down

BEFRIEND A CHILD

At Befriend a Child we believe every child deserves a happy childhood and is given the best chance in life to thrive. We make a difference to children and young people growing up in challenging life circumstances in Aberdeen and Aberdeenshire by providing befriending, mentoring and group activity programmes.

At the heart of our befriending and mentoring programmes are committed and passionate volunteers who are trained and supported by our experienced staff team. Through providing a positive adult role model and positive life experiences our volunteers help children and young people build confidence and self-esteem as well as develop new life interests and skills. In time this can have a transformational effect and allow the child to deal positively with their challenges and help them to build resilience, grow and thrive.

In addition to our befriending and mentoring programmes, we host three youth clubs in local communities across Aberdeen. These sessions provide an opportunity for socially isolated youngsters to build confidence around their peers in a safe and fun environment. We also work with befriended and mentored children's families who are struggling with the cost of living and social isolation where they need practical and focused support. Our Family Support Project supports families to enable them to reach a point where they feel they can independently manage areas of their life that are causing a critical impact on the family.

Each year we support over 250 children and work with around 270 volunteers. Our work has been recognised through several awards including The Queen's Award for Voluntary Service, Befriending Network's Quality in Befriending Excellence Award, Scottish Mentoring's Project Award and Investing in Volunteers' Award. Our team are committed to delivering excellence to the children, families and volunteers we support.

This is a particularly exciting time to join Befriend a Child as we have just celebrated our 50th anniversary year and we are looking ahead to the future through our next strategic plan.

Befriending Programme

Befriend a Child's befriending programme supports children and young people aged 5 to 16 years old who are living in challenging life circumstances across Aberdeen and Aberdeenshire. The service provides children with the opportunity to build a trusting relationship with a volunteer befriender while taking part in social and recreational activities.

Through our befriending programme we make a difference to 200 children and young people a year. The programme comprises projects; Community Befriending Project, Tackling Child Abuse Befriending Project and Healthy Minds Befriending Project. The befriending team is made up of three staff members, each leading on a project and supporting their cohort of volunteers.

www.befriendachild.org.uk

Registered charity number: SC005467

JOB DESCRIPTION

Job Title	Befriending Co-ordinator
Reports to	Befriending Manager
Hours	Full time (35 hours per week)
Location	Aberdeen office with hybrid working
Salary	£24,500 - £26,500

PURPOSE

The Befriending Co-ordinator plays a key role in ensuring the success of Befriend a Child's befriending programme by co-ordinating and supporting safe, high-quality befriending relationships between volunteers and children / young people.

You will lead on Befriend a Child's Healthy Minds Befriending project, being the main point of contact for volunteers, families, children and partner agencies. You will promote the welfare and wellbeing of children and young people at all times and ensure that the befriending project achieves agreed targets and outcomes.

KEY RESPONSIBILITIES

Project Delivery and Management

- Manage a befriending project (Healthy Minds Befriending project), from its inception through to evaluation, working to achieve agreed targets and outcomes
- Oversight of the befriending project budget
- Collate statistics and impact data and information on the befriending project for inclusion in project evaluation and funding reports

Volunteer Recruitment, Training and Development

- Contribute to volunteer recruitment planning and campaigns
- Participate in informal chats, interviews and selection process of new volunteer befrienders, in line with organisational procedures
- Deliver high quality volunteer induction and training
- Identify ongoing volunteer training needs and support volunteers' continued development
- Facilitate group training and peer support opportunities for volunteers

Matching and Ongoing Support

- Lead and participate in the matching process between volunteers and children / young people, including home visits
- Liaise with referrers and families to gather relevant information and ensure appropriate, safe and successful matches
- Provide regular supervision and support to volunteers throughout their befriending relationship

- Ensure monthly volunteer reports are submitted and reviewed
- Facilitate structured review meetings at 3, 6 and 10 months, and thereafter as required
- Identify and respond to any issues or safeguarding concerns promptly, escalating to the Befriending Manager where necessary

Administration and Record Keeping

- Maintain accurate, comprehensive and confidential records for all befriending relationships in line with organisation policies
- Support annual programme evaluations by gathering feedback from volunteers, children / young people, parents / carers and referrers
- Produce case studies and written summaries for reporting and evaluation purposes
- Input into funder reports

Resource and Service Management

- Work closely with the Befriending Manager to review volunteer availability and ensure the most effective use of resources
- Contribute to reducing waiting list times by supporting proactive volunteer engagement and timely matching
- Analyse and review project data monthly and provide feedback and recommendations to support service development
- Provide weekend cover for Playzone on an ad hoc basis, where required, outside of core working hours
- Participate in the on-call rota

Relationship Management and Partnership Working

- Build and maintain positive working relationships with referring agencies including school, social work and other partner organisations
- Attend case conferences and multi-agency meetings as required
- Respond to complaints or concerns relating to the Healthy Minds Befriending project, ensuring the Befriending Manager is kept informed
- Act as an ambassador for Befriend a Child, promoting the organisation and its services in a professional and positive manner

Promotion and Wider Organisational Support

- Provide the Marketing and Communications team with stories, case studies and quotes for promotional use (with appropriate permissions)
- Contribute ideas and content for the volunteer newsletter
- Represent the charity at volunteer recruitment events as required
- Carry out any other duties appropriate to the role, as requested by the Befriending Manager, Head of Operations or the CEO

This job description outlines the main duties and responsibilities of the post. It is not intended to be an exhaustive list. The postholder may be required to undertake other duties in line with the needs of the organisation.



PERSONAL SPECIFICATION

Experience

Essential

- Minimum 1-2 years' experience in a relevant role
- Experience of working with children, young people and / or families
- Experience of supporting or coordinating volunteers including involvement in recruitment, training and / or ongoing support
- Experience of maintaining accurate records

Desirable

- Experience of working with partner agencies(eg schools, social work, third sector)
- Experience of delivering training or group sessions
- Experience of working within the voluntary sector
- Experience of contributing to project budgets, monitoring or evaluation reports

Skills and Knowledge

Essential

- Strong understanding of safeguarding and child protection principles
- Excellent written and verbal communication skills, with the ability to build positive relationships with children, families, volunteers and professionals
- Understanding of the challenges faced by vulnerable children and young people
- Strong organisational and time-management skills, with the ability to prioritise competing demands
- High attention to detail to ensure accurate case recording and reporting
- Confident IT skills, including Microsoft Word and Excel
- Ability to work independently while contributing effectively as part of a team
- Full driving licence and access to a car

Desirable

- Ability to analyse information and use data to inform service development and reporting
- Knowledge of local services in Aberdeen / Aberdeenshire

Personal Attributes

- Committed to improving outcomes for vulnerable children and young people
- Calm, empathetic and resilient
- Professional, solution-focused and proactive
- Flexible, including occasional evening / weekend work and on-call participation

WORKING AT BEFRIEND A CHILD

At Befriend a Child, we are committed to creating a working environment where our team feel valued, supported and able to thrive, both professionally and personally. We provide opportunities to develop and progress, alongside a comprehensive benefits package. Befriend a Child is situated in the centre of Aberdeen in Bon-Accord Square, with its own private staff car park.

Employee Benefits

Salary	£24,500 - £26,500
Hours of Work	35 hours a week, plus occasional evening and weekend work.
Location	Aberdeen based. Hybrid working is available.
Annual Leave	35 days annual leave including bank holidays and 4 days over the Christmas period. This increases by one day every two years to a maximum of 39 days.
Pension Scheme	After a qualifying period of 3 months, employees are auto enrolled into our pension scheme with Royal London. The scheme has a combined contribution of 9% (5% employee contribution and 4% employer contribution).
Medicash Health Plan	Medicash Level 1 plan which includes cashback for health appointments and has an Employee Assistance Programme (EAP)
Flexible Working	Flexible working is available upon request
Training and Development	Befriend a Child recognises the importance of developing our team. We offer structured induction support and encourage staff to undertake training to develop their skills and interests at work

HOW TO APPLY

To apply, please forward a copy of your CV along with a covering letter giving an overview of your skills and experience and how you meet the personal specification. Please also include the name and contact details of two referees, one of whom must be your current employer. Please send application information to Nicola Milne, Befriending Manager at nicola@befriendachild.org.uk by Sunday 8th March at 11.59pm.

Interviews will be held on Thursday 12th March. Please let us know if you need any special arrangements for interview.

For further information please contact Nicola Milne at nicola@befriendachild.org.uk or tel: 01224 210060.