



Freephone Support Line for Children & Young People: 0808 801 0422
Freephone Support Line for Women: 0808 802 5555
Business Line: 01383 732289
Web: www.fifewomensaid.org.uk
Email: info@fifewomensaid.org.uk

Befriending Coordinator – Ref: BC101036

36 hours per week

£26,563-£29,652 per annum

Fife Women's Aid are looking for a Befriending Coordinator. The postholder will recruit, train and support volunteer befrienders to work with women experiencing domestic abuse to reduce social isolation. They will also build and maintain relationships with the women who use the service as a key part of their role.

Applicants will have at least 2 years' relevant experience, preferably with experience of training and supporting volunteers. A good understanding of domestic abuse and its effects is important.

Good communication skills, an ability to work effectively with a range of multi-agency partners and an ability to travel extensively across Fife is essential for the post.

The successful applicant will have at least SVQ Level III or equivalent level of qualification in social care or other relevant subject, or equivalent experience and willingness to work towards a qualification.

Membership of Protection of Vulnerable Groups (PVG) Scheme is a requirement of this post.

Please join us for an online session to find out more about FWA Befriending service and the befriending coordinator role. This will be at **6.30pm on Monday 27th October 2025**. Please confirm your attendance to info@fifewomensaid.org.uk and we will send you details of the zoom meeting. We hope to see you there.

Alternatively, if you would like further information about the post, please contact Claire Rigby at claire.rigby@fifewomensaid.org.uk to arrange a call.

Applications must meet the person specification to be shortlisted.

Closing date: **4.30pm on Tuesday 4th November 2025**

Interviews will be held: **Monday 17th November 2025**

Fife Women's Aid is a feminist organisation and strives to be a supportive and empowering employer offering competitive terms and conditions.

For an application form, please go to our website: <https://fifewomensaid.org.uk/about-fwa/vacancies>

Only women are eligible to apply for this post due to Genuine Occupational Requirement (Schedule 9; Equality Act 2010). Fife Women's Aid welcomes applications from women from all sectors of the community.

Job Ref BC101036

Dear Applicant,

Thank you for your interest in the post of: **Befriending Co-ordinator**

This document provides information on the Job Description for the above role.
Please mark clearly on the application form available on our website which post you are applying for.

Please ensure that you read the information in this document fully before completing your application.

Please note, all applications and relevant recruitment documents will be held confidentially and destroyed after 6 months, apart from documents relating to the successful applicant.

If you would rather, we did not store your details please inform us. Our Privacy Statement is available on our website

<http://www.fifewomensaid.org.uk/privacynotice/>

Closing date: **4.30pm on Tuesday 4th November 2025**

Interviews will be held: **Monday 17th November 20225**

We thank you for your interest in our work with women, children and young people who have experienced domestic abuse.

Yours sincerely

Kate McCormack

Kate McCormack
CEO

JOB DESCRIPTION

Job Title:	Befriending Coordinator
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Job purpose:

The purpose of this post is to co-ordinate and develop volunteering within the Befriending Service at Fife Womens Aid which provides support to women who have experienced domestic abuse. This role contributes to the aims and objectives of Fife Womens Aid.

Reporting to: Team Senior

Key activities:

Responsible under the general direction of the Team Senior for the recruitment, training, development, support and supervision of befriending volunteers within Fife Women's Aid as well as dealing with referrals and matching volunteers with service users. Contribute to the monitoring and evaluation of volunteer projects and the development of volunteering activities within the Befriending Service at Fife Women's Aid.

Duties and Responsibilities:

1. To recruit, support, supervise and mentor a rolling cohort of volunteers within Fife Women's Aid. This may include providing support remotely depending on circumstances.
2. To plan work schedules and rotas for volunteers ensuring the provision of volunteering services at times and locations which meet service user needs. This may include working out with office hours.
3. Ensure volunteers work within the boundaries of their role.
4. Ensure risk assessments are in place for all volunteer activities.
5. Work closely with service team seniors, to oversee the ongoing training and development of all volunteers. This will include providing induction, in house training (face to face and remotely) and sourcing internal/external training opportunities.
6. To generate and develop appropriate volunteering opportunities based on the needs of the organisation.
7. Implement Fife Women's Aid volunteer policies and procedures and develop additional resources to support the recruitment, development and retention of volunteers.
8. Manage referrals and carry out assessments and evaluation with women using the service, building and maintaining relationships with women who have experienced domestic abuse.
9. Work in partnership with other agencies across different sectors in order to establish good working relationships to influence decisions about volunteering and raise awareness of the service.
10. Promote volunteering and raise awareness on the value, role and functions of volunteers (both internally and externally). This may include provision of information, awareness raising and publicity events and activities to raise staff awareness of the role and function of volunteers.

11. To contribute to monitoring and evaluation for the service, ensure the accurate recording and processing of data and prepare reports as necessary for both internal and external purposes.
12. Support the CEO, Operational Lead and team seniors in achieving the aims and objectives of FWA, working within and complying with all organisational policies, procedures, legislation and regulatory and funding bodies.
13. Working closely with all colleagues take responsibility for promoting a culture of continuous improvement, strong service user focus and collaborative working. Promote effective team communication, team building and strategic planning through collaborative and participatory work practices.
14. Ensure that principles of equality and anti-discriminatory practice are embedded throughout all aspects of FWA operational and organisational activities. Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the service.
15. Comply with relevant health & safety legislation and good practice as set out in Fife Women's Aid Health & Safety and other safe working practice policies and guidance.
16. Ensure volunteers are aware of and comply with FWA policies and procedures for safe working practice, including health and safety, adult protection and child protection.
17. Perform other duties as reasonably required by the CEO and show commitment to ongoing personal development.

Person Specification

Qualifications, Training and Experience	Essential	Desirable
Educated to at least SVQ Level3 or equivalent in relevant subject		D
Experience of working with volunteers	E	
Experience in managing volunteers or paid staff in both formal and informal settings	E	
Knowledge of Data Protection Legislation and good practice in this area		D
Experience in providing training	E	
Competencies		
Excellent communication and interpersonal skills	E	
An ability to support and supervise volunteers working with women who are vulnerable as a result of past trauma	E	
Good leadership skills with experience of managing and developing teams and individuals	E	
Good organisational and IT skills appropriate to level of role	E	
Ability to problem solve, prioritise tasks, meet deadlines and delegate effectively	E	
Proven ability to work effectively with partnership agencies		D
Knowledge of the causes and effects of domestic abuse and understanding of a feminist approach to domestic abuse		D
Understanding of trauma informed approaches	E	
Personal Qualities		
Committed, effective and co-operative	E	
Self motivated and with the ability to motivate others	E	
Flexible and responsive approach with ability to adapt to meet the needs of the organisation	E	
Commitment to equal opportunities and anti-discriminatory practice.	E	
Special Requirements		
Able to work flexibly including some evenings and occasional weekend work	E	
Ability to travel within and out with Fife	E	
Ability to have business motor insurance if required	E	

Note: this job profile is intended as an outline of the responsibilities and qualities required for the post, and does not form part of terms and conditions of employment.

Organisational culture

Fife Women's Aid is committed to providing a high standard of service to its service users and other stakeholders. The postholder must practice from a trauma informed approach as well as subscribe to the feminist analysis of domestic abuse, and share a commitment to achieving the aims and objectives of Fife Women's Aid.

These posts are open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1). Fife Women's Aid welcomes applications from women from all sectors of the community