



## Role Outline

**Job Title:** One to One Befriender

**Department:** Wellbeing Services

**Place of Work:** In Client's homes and in the community

**Hours of Work:** Various

**Responsible to:** Wellbeing Lead

### **Purpose of Role:**

To promote stimulating and rewarding social contact and support for people aged 50+ as a one to one Befriender, to enable them to meet new people, make new friends, and access more activities where appropriate, or simply provide the chance for a housebound person to chat with a friendly trusted person.

### **Main Tasks and Responsibilities**

- To attend a comprehensive training session before being linked with an older person
- To attend a pre befriending assessment and help agree a list of suitable activities that will be attended during the link
- To provide a reliable service for the older person and keep appointments made in advance.
- To build a trusting relationship with the individual
- To provide a listening ear to the individual, and provide support to overcome low self esteem and low confidence
- To support the individual so that they can access social activities and therefore reduce their isolation
- To keep records of the various tasks undertaken as part of the befriending role
- To complete and return all necessary paperwork e.g. time sheets and expense sheets on a monthly basis

- To keep in regular contact with the Wellbeing Team
- To work within the boundaries set at the beginning of the **link**
- To report any changes to the older persons health or condition of the home
- Work in a helpful, caring and confidential manner
- Be self motivated and sensitive to the needs and wishes of the individual
- Work within Age UK Wirral's Health and Safety guidelines
- To undertake appropriate training as required
- To adhere to the policies and practices of Age UK Wirral
- Ensure that your work and attitude always reflects the aims and objectives of Age UK Wirral

## Requirements

Essential	Desirable
<ul style="list-style-type: none"> <li>• Understanding of confidentiality</li> <li>• Ability to dedicate a regular time slot to a client</li> <li>• Respect and understanding for older people</li> <li>• Honest and trustworthy</li> <li>• Good communication skills</li> <li>• Common interests with the linked older person</li> <li>• Use of own car or willingness to use public transport</li> <li>• Patience and sensitivity</li> <li>• Ability to deal with emergencies</li> <li>• Sense of humour</li> <li>• Understanding of how to refer into other Age UK Wirral service or departments</li> </ul>	<ul style="list-style-type: none"> <li>• Access to own transport or ability to travel on public transport</li> <li>• Previous experience of working/volunteering with older people</li> </ul>

## DBS Check Required

A training programme will be given to new volunteers before they begin. Subsequent training will be delivered at regular intervals.