

# Befriending

## Volunteer Role Description

Volunteering as a Befriender is about providing companionship to individuals in their own home to encourage engagement and support wellbeing and to combat isolation and loneliness.

### What a voluntary visitor does:

- Visits an older person in their own home on a regular basis
- Makes a cup of tea and has a chat
- Develops areas of shared interests to talk about to encourage engagement
- Provides company to alleviate isolation and loneliness
- Keeps a record of visits and keeps in contact with the service lead as needed
- Keeps a general eye out so as to provide information and referral to other services as may be appropriate

### Personal qualities most suited to this role:

- Professional warmth and approach
- Good communication skills and sense of humour
- Understands and respects confidentiality in all respects
- Non-judgemental and respectful approach
- Understands and empathises with the needs of older people
- Patient and sensitive
- Reliable
- Comfortable with home visiting
- Able to deal with emergencies

**Time involved:**

Befriending provides many opportunities for flexibility in volunteering as contacts can be made during and out of work time hours. A couple of hours a week is realistically the minimum period and a commitment to a regular visit will ensure continuity for the older person concerned, particularly where longer term support is needed.

**Role Specific Training:**

As this service involves home visiting, volunteers will be required to be engaged with specific training and procedures around personal safety and safe home visiting. As some recording is required also training around recording and confidentiality.

**Role Specific Limitations and Boundaries**

This service works primarily through home visiting or other contact with vulnerable people in their own homes. Volunteers must be aware that visits refers only to those that are scheduled with the agreement and awareness of the service lead and any visits not scheduled in this way are outside the project for support or insurance.

Volunteers must also be aware that before the use of their cars with clients, procedures must be followed and agreement of the service lead obtained.

**Responsible to:**

Befriending Service Lead

This Task Sheet must be read in conjunction with the Step Out Stockport & Age UK Stockport **General Guidance Sheet** for Volunteers which contains additional important information including about expenses, insurance, your privacy rights and other general matter.

Age UK Stockport is a local independent charity whose mission is working locally for your wellbeing. We are committed to the protection of Vulnerable Adults.

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