

**Role: Befriender**

**Location: Homebased & Service Users home.**

**What the role entails:**

To provide regular contact either by phone calls or home visits to socially isolated, vulnerable service users, who may have mild/moderate dementia, to reduce social isolation and to accompany to activities where appropriate. To promote friendship and create a safety net for those whose wellbeing may deteriorate unnoticed. To act as a source of support providing assistance as agreed with the individual. Befriending is a 7 day a week service and gives the option of evening and or weekend visits and phonecalls.

**What you will need to be able to do:**

- ✓ Provide weekly contact by either phone or visiting
- ✓ Provide support, friendship, encouragement and supervision when necessary
- ✓ Promote trust in the relationship in order to encourage a positive impact
- ✓ Complete a monthly update report via post or electronic communication
- ✓ Be familiar with all relevant risk assessments and health and safety information
- ✓ Report any deterioration, change in situation/circumstances and issues or concerns promptly to the Befriending Services Co-ordinator
- ✓ Be aware of the boundaries and limitations of the service

**Time Commitment required:**

This role is not suitable for short term volunteering

**How much training and how long it will take?**

All volunteers are required to complete mandatory online training before they start volunteering – this can take up to 5 hours

There is also additional training required for this role

**The qualities you need for the role:**

- ✓ Honesty
- ✓ Reliability
- ✓ A pleasant, polite and confidential manner
- ✓ Patience
- ✓ Excellent Communication and listening skills
- ✓ Empathy
- ✓ An ability to speak another language such as Polish, Urdu, Punjabi or Gujarati would be helpful

Please see overleaf for more information

### Things you MUST agree to:

- \* Comply with Age UK Blackburn with Darwen policies at all times, especially those regarding Equal Opportunities, Health & Safety and Confidentiality
- \* Undertake required mandatory training, provided by the organisation to comply with current legislation
- \* Participate in annual volunteer reviews
- \* Keep your manager informed when you are unable to attend or of other things that affect your volunteering i.e: health conditions

Fundraising - As a local independent charity, fundraising is vital to the continuation of our local services for older people. There are lots of ways of supporting us through helping with bag packs or bucket collections, delivering posters, helping at events, undertaking sponsored activities, sharing our social media posts, donating to and buying from our Charity Shop in Darwen. All volunteers are asked to support us in this way.

S:\General\Volunteers\Role Outlines\Befriending\2024\Befriender 2024 .docx