

**Befriending Neighbourly Connector Volunteer**

**Role Context**

Age UK Ealing is dedicated to improving the lives of older people in the borough. We offer a range of services and support that promote independence, wellbeing, and social connection. Our volunteers are vital to helping us achieve this mission.

The befriending service aims to reduce social isolation and loneliness in older adults ages 65 and over. The service works closely with volunteers who are trained and matched with service users. The three main services we offer within Befriending is Neighbourly Connectors (face-to-face befriending), Telephone Support (over the phone befriending), and Social Events (monthly coffee mornings and community activities for mobile clients).

**Purpose of the role**

As a Neighbourly Connector Volunteer, you’ll be the friendly link between older people and their local community. You’ll help build confidence, reduce loneliness, and reconnect people with social groups, local services, and activities. It’s all about encouraging independence and bringing that human touch that really matters.

**A Neighbourly Connector Volunteer will:**

* Visit older people in their homes or meet in the community to provide companionship and conversation on a weekly basis
* Support individuals to re-engage with their community, such as helping them attend local events, clubs, or appointments.
* Help build confidence in using public transport or accessing services, where needed
* Be a friendly, familiar presence and a listening ear
* Send regular updates to the Befriending Coordinator on contact made with your matched clients on a weekly basis
* Report any wellbeing or safeguarding concerns to the Befriending Coordinator

**Personal qualities most suited to this role:**

* A kind, patient, and empathetic nature.
* Good communication and listening skill
* Reliability and a commitment to maintaining regular contact with clients
* Ability to respect confidentiality and follow safeguarding guideline
* A basic understanding of the challenges facing older people (training can be provided).

**Location:** Across London Borough of Ealing

**Time is involved:** We ask for a commitment of minimum 2 hours weekly.

**Expenses and Insurance:** We will cover agreed out-of-pocket expenses for volunteers (e.g., travel costs). We provide insurance cover for the time you are volunteering with us. **This role is offered subject to satisfactory references and Disclosure and Barring Service (DBS) check, and we can help you to obtain a free DBS certificate.**

**Responsible to:** Swati Khunti, Befriending Co-ordinator