

## Volunteer Assessor: role description

### What we are looking for

Assessment and admin support for our new befriending service to help us address isolation and loneliness amongst older people in East London.

### Why it matters

East London has some of the highest levels of loneliness across London's 33 local authorities: Tower Hamlets (3<sup>rd</sup>), Hackney (5<sup>th</sup>) and Newham (6<sup>th</sup>) (Public Health Outcomes Framework). They also have amongst the highest rates of pensioner poverty in the UK, and lowest of rates of healthy life expectancy.

### Why these roles are needed

Befriending has the power to transform the lives of older people through regular interactions. Our new cross-borough 'Gift of Friendship' befriending programme will help older people build connections, independence, and confidence.

Integral to the programme's success is identifying the needs of the older person (befriender) and any potential barriers they may be facing. Based on this assessment, we can then identify which strand of the programme best meets their needs and match them with a suitable befriender.

### What you'll do

- Complete needs assessments for befrienderes to gather relevant information about them, their interests, potential risks, and what to expect (and not expect)
- Ensure that the befriender is willing and able to join the service, and that confidentiality has been discussed
- Match befrienderes with suitable volunteer befrienders
- Introduce befrienderes and volunteer befrienders, and carry out a six-week review
- Maintain accurate records and input relevant information onto a database
- Signpost other Age UK East London services that the befriender may benefit from
- Provide two-to-three hours support per week for a minimum of six months but we would ideally prefer a more long-term commitment

### Skills and attributes needed

- An understanding of loneliness and social isolation
- An understanding of the needs of older people
- An ability to build strong relationships with others
- A friendly, approachable manner and a desire to learn more about an individual and their interests and their past, and life history
- Comfortable working alone when necessary
- Patience, sensitivity, consistency and reliability
- Good communication and record keeping
- Good IT skills (Office 365 in particular)

## Benefits

- Having a tangible impact on someone's life, particularly those who are vulnerable
- A strong sense of accomplishment and purpose
- Building intergenerational connections
- Enhancing career prospects
- Gain placement hours with supervision and guidance from a named supervisor (for Health & Social Care students)
- Social and celebration events
- Access to an AGE UK Discount Portal

## Skills developed

- **Emotional and Social Intelligence:** empathy; active listening; emotional regulation
- **Communication Skills:** compassionate dialogue; non-verbal awareness; conflict resolution
- **Relationship Building:** trust development; boundaries and confidentiality; consistency and reliability
- **Problem-Solving and Creativity:** adaptability; encouraging new perspectives; resourcefulness
- **Personal Growth:** self-awareness; confidence and self-esteem; resilience
- **IT Skills:** data entry; data analysis; data protection

## Support provided

- Full induction with other volunteers
- Full training including Safeguarding, Making Every Contact Count, Building a Positive Volunteering Experience and more
- Regular supervision by the Volunteer Manager
- Supervised peer-to-peer sessions with other befrienders: a safe place to share experiences, challenges, and successes, process emotion and learn from each other
- Reimbursement of agreed expenses

We also host an annual Volunteer Awards event where we celebrate and recognise the contribution of our volunteers.

## How to apply / contact details

- **Online:** <https://www.ageuk.org.uk/eastlondon/get-involved/volunteer2/application-form/>
- **Email:** [volunteering@ageukeastlondon.org.uk](mailto:volunteering@ageukeastlondon.org.uk) for more information
- **Tel:** 020 8981 7124 and ask for the Volunteer Team for more information

We will also require details of two referees and ask that you complete a DBS check (which we will arrange for you).