

<b>Title:</b>	<b>Befriending Services Volunteer</b>
<b>Main purpose &amp; overview of role</b>	<p>Befriending Services provide a regular supportive service to people aged 65+ who are lonely and isolated, and takes place in their own homes, in the community or on the telephone. The service aims to improve their quality of life and wellbeing and enables them to maintain their independence.</p>
<b>Responsibilities and activities</b>	<p><b>Home Visiting Service</b> Visit someone in their own home at least once a week, unless otherwise requested to provide social contact</p> <p><b>Good Neighbour Service</b> Visit someone in their home to provide practical support such as:</p> <ul style="list-style-type: none"> <li>• Occasional / one off practical assistance with a small domestic task or shopping.</li> <li>• Collecting prescriptions.</li> <li>• IT training: provide practical support helping service users to gain new skills and remain independent at home.</li> <li>• Facilitate social rehabilitation, help service users with accessing community activities which they would be unable to access alone e.g. social group.</li> <li>• Confidence boosting, such as accompanying on short walks.</li> <li>• Providing someone with information and advice about other services that they may require.</li> <li>• Accompany to a health appointment.</li> </ul> <p><b>Phone Pals Service</b> Contact service users by telephone who require telephone support on a regular basis.</p> <p><b>Reconnection</b></p> <ul style="list-style-type: none"> <li>• Providing support to enable someone to reconnect with community based opportunities for social engagement.</li> <li>• Providing information to enable someone to make informed choices for what they would like to do.</li> <li>• Work towards specific goals and outcomes identified by the older person.</li> </ul>
<b>Qualities and experience required</b>	<p>No formal experience needed, as all necessary training will be given, but you will need to have:</p> <ul style="list-style-type: none"> <li>• Empathy and an understanding of issues facing older people.</li> <li>• Patience and sensitivity.</li> <li>• Enthusiasm.</li> <li>• Reliability.</li> </ul>

	<ul style="list-style-type: none"> <li>• Good interpersonal skills and be able to talk to a wide variety of people.</li> <li>• Ability to speak with those hard of hearing.</li> <li>• A commitment to the role.</li> </ul>
<b>A commitment to the role and time required</b>	<ul style="list-style-type: none"> <li>• We would appreciate any time commitment. However, a regular commitment of at least 1-2 hours per week for a minimum of 12 months would be ideal.</li> <li>• Attend team meetings twice a year.</li> <li>• Attend an Annual Review Meeting with your Manager.</li> <li>• Occasional training relevant to this volunteer role.</li> <li>• Enhanced DBS Check with access to the Adults Barred List.</li> <li>• You will not undertake any form of employment (whether paid or unpaid) for any person (including Hillingdon Age UK clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Hillingdon Age UK clients) that you have met as a result of carrying out your duties, nor will you provide such persons with the means of contacting you directly outside of the formal means within the service.</li> </ul>
<b>Checks to be completed for role</b>	<ul style="list-style-type: none"> <li>• 2 References will be required. One must be from a current/previous employer, tutor or volunteer manager who has known you for at least two years.</li> <li>• Enhanced DBS Check with access to the Adults Barred List.</li> </ul>
<b>What can you expect from volunteering at Age UK Hillingdon</b>	<ul style="list-style-type: none"> <li>• Clearly defined voluntary role within the organisation.</li> <li>• Provide induction, information and training to enable you to carry out your role effectively.</li> <li>• Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities.</li> <li>• Provide you with the policies, procedures and standards of the organisation in relation to volunteers.</li> <li>• Provide an accessible complaints procedure.</li> <li>• Provide references where needed after 6 months volunteering.</li> <li>• Out of pocket expenses.</li> </ul>
<b>Still interested?</b>	Please contact the Befriending Services Team on <b>020 3949 5782</b> or e-mail <b>bfteam@ageukhbb.org.uk</b> for further details

**Age UK Hillingdon, Harrow and Brent is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow and Brent**