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| **Title:** | **Befriending Services Volunteer** |
| **Overall purpose of role** | Befriending Services provide a regular supportive service to people aged 65+ who are lonely and isolated, and takes place in their own homes. The service aims to improve their quality of life and wellbeing and enables them to maintain their independence. |
| **Outline of activities** | * Visit someone in their home to provide practical support such as: * Occasional / one off practical assistance with a small domestic task or shopping * Collecting prescriptions * IT training; provide practical support helping service users to gain new skills and remain independent at home. * Facilitate social rehabilitation, help service users with accessing community activities which they would be unable to access alone e.g. social group. * Confidence boosting, such as accompanying on short walks * Providing someone with information and advice about other services that they may require * Accompany to a health appointment |
| **Personal qualities and experience** | No formal experience needed, as all necessary training will be given, but you will need to have:   * Empathy and an understanding of issues facing older people. * Patience and sensitivity * Enthusiasm * Reliability * Good interpersonal skills and be able to talk to a wide variety of people * Ability to speak with those hard of hearing * A commitment to the role |
| **A commitment to the role** | * We would appreciate any time commitment. * Attend team meetings twice a year * Attend an Annual Review Meeting with your Manager * Occasional training relevant to this volunteer role. * Enhanced DBS Check with access to the Adults Barred List * 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. |
| **What can you expect from volunteering at Age UK Hillingdon** | * Clearly defined voluntary role within the organisation. * Provide induction, information and training to enable you to carry out your role effectively. * Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities. * Provide you with the policies, procedures and standards of the organisation in relation to volunteers. * Provide an accessible complaints procedure. * Provide references where needed after 6 months volunteering * Out of pocket expenses |
| **Still interested?** | Please contact Kelly Lord on 0208 756 3062 or e-mail [volunteering@ageukhillingdon.org.uk](mailto:volunteering@ageukhillingdon.org.uk) for further details |

***This role outline is binding in honour only, and is not intended to be legally binding***

**Age UK Hillingdon is committed to safeguarding and promoting the welfare of all older people and children within the London Borough of Hillingdon**