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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

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| **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
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| **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.
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| **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
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| **Still interested?** | Please contact Kelly Lord on 0208 756 3062 or e-mail 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**