

## Home Visiting Befriender Role Description

We are looking for friendly, caring people to visit older individuals in their homes who may be experiencing feelings of social isolation. These visits make a real difference for someone who may not have much company from day to day. Loneliness among older people is becoming a greater issue. The befriending service provides regular, friendly home visits which helps reduce feelings of isolation and rebuild confidence. The visits also allow the older person to enjoy general conversation on subjects that interest them and help prevent the feelings of loneliness.

### **Purpose of the role:**

To befriend older people within the community who have been referred to the Good Neighbour Scheme by visiting them in their homes on a regular basis.

### **Personal qualities and experience most suited to this role:**

- Confident, communication skills
- Enjoy meeting and talking to new people
- Provide a friendly ear for the older people
- Understand the needs of and can empathise with older people
- Reliability and honesty
- Have a sense of humour!

### **Training:**

An induction session to prepare you for your role. This will also include how to use the information resources available and Safeguarding training.

### **How much time is involved?**

The role is flexible, and you can be involved as little or as much as you want. However, it is **very** important that the visits are regular (this can be weekly or fortnightly, as agreed with your client).

### **What we hope for you in this role:**

- That you will promote a caring, supportive, professional relationship with all service users. Providing a supportive ear to listen and encourage positive thinking and growth.
- Sometimes, the relationship with the service user may be challenging due to their needs and circumstances and so we hope that you will be realistic about what can be achieved in your relationship with them.
- That you always maintain confidentiality. We ask that you do not disclose your phone number.
- As a volunteer you are in a position of trust and must not do anything which does, or could be seen to, undermine or abuse that trust.
- You must always support, respect and adhere to our organisational policies, guidelines and management decisions, including all aspects of equal opportunities, health and safety and data protection. Copies of all policies are available upon request.
- If there is any change in your circumstances that may affect your volunteering, please let us know.

**Benefits Offered:**

- Full Insurance cover
- Volunteer recognition events
- References given if required
- DBS
- Expenses covered

**Support and Supervision:**

- The volunteers will be supported by the Befriending Coordinator
- If you have any concerns about your volunteering role or the person you are befriending you should let us know immediately so we can take action to resolve any issues or difficulties.

**For more information on the role:**

Contact Befriending Co-ordinators : Libby Beadle or Jane Ingram our Befriending Co-ordinators

Email: [libby.beadle@ageukhull.org.uk](mailto:libby.beadle@ageukhull.org.uk) / [jane.ingram@ageukhull.org.uk](mailto:jane.ingram@ageukhull.org.uk)

Email: [hello@ageukhull.org.uk](mailto:hello@ageukhull.org.uk)

[www.ageuk.org.uk/hull](http://www.ageuk.org.uk/hull)

01482 324644

Age UK Hull, Silvester House, Silvester Street, The Maltings, Hull, HU1 3HA