

Volunteer Role Description

ROLE:	Befriending Volunteer
ROLE PURPOSE:	To visit clients who may be experiencing isolation and loneliness to offer support and companionship. To support and encourage individuals to participate in the community.
ACCOUNTABLE:	Befriending Project Coordinator

TASKS AND ACTIVITIES

- 1. Visiting** To visit clients on a regular basis and encourage them to participate in the community.
- 2. Engagement** To use active listening skills to effectively engage clients in conversation.
- 3. Signposting** To refer and signpost clients to other organisations and agencies that may support their ongoing health and wellbeing
- 4. Mentoring** To provide short term outcome-focused support to encourage clients to participate in their local community

SKILLS AND QUALITIES:

- Excellent communication and listening skills
- Friendly and approachable
- Flexible to meet clients' needs
- Ability to maintain records of visits
- Honest and reliable
- Understanding and maintaining professional boundaries
- Interest in and empathy with older people
- Ability to maintain confidentiality
- Non-judgmental attitude

TRAINING PROVISION

Volunteers are required to participate in mandatory training and induction, as required. There is also an expectation to understand relevant Age UK Leicester Shire and Rutland policies and practices.

WORKING PATTERN AND LOCATION

Due to the nature of the role, the number of days and hours will be negotiated between the volunteer and line manager/ supervisor. The role will be based around Leicester and Leicestershire.

These tasks and activities listed are intended as a summary and will be reviewed from time to time. As such, the role will vary for each volunteer.

PLEASE NOTE: this is a voluntary **unpaid** position, however travelling expenses will be reimbursed