



## Befriender

Could you give up an hour a week to support an older person? We are inviting people to join our team of Befrienders; offering companionship to older people to help alleviate the feeling of isolation and loneliness.

### About the Befriending Service

The Befriending Service is free to the user. It is for older adults who desire companionship. Many of our clientele are housebound, frail or with limited mobility. Our service offers this companionship through regular telephone calls or visits to them in their home. Through conversation, a cup of tea or playing games the service brings light into the lives of those facing loneliness, and a listening ear when someone needs to talk.

Our volunteers are ordinary members of the public, not trained counsellors, who are giving up their free time to offer friendship. They call or visit weekly for approx. 20—60 mins at the same time and day each week during our service operating hours.

Clients with dementia should have a reasonable awareness and acceptance of their condition; they need to be able to remember call times and be able to form a friendly relationship with a volunteer. Our well respected service is about companionship; the service does not provide domestic support, transport to appointments or activities. Although access to a car in our rural area is useful for the volunteer, it is not essential.

### What will I be doing?

- Providing 1 to 1 befriending to an allocated person in your local area. This may be face to face, by telephone or a bit of both.
- Giving an older person some company. The aim of our friendship service is to reduce the feeling of isolation and loneliness.
- Providing monthly records for safeguarding and monitoring purposes.
- Signposting people to our other services if required and appropriate.
- Liaising with the staff on the programme as appropriate.
- Upholding the organisation core vision, and values and abiding by the policies and procedures

## What skills and experience do I need?

- Confident communication skills.
- Empathetic nature.
- Friendly attitude
- Reliable with a good sense of humour.
- Have a genuine interest in the desire to make a difference to an older person.
- An ability to demonstrate patience and sensibility.
- Ability to complete simple online feedback forms.
- Able to commit to our training and ongoing review sessions.

## Training and Support

- You will be required to attend the Volunteering and Befriending Induction Training and participate in further training and/or networking events which may be offered.
- Ongoing support and supervision will be given by the Befriending Coordinator either in person, virtually or by telephone. You will be required to meet face to face with the team annually to discuss progress.
- Regular newsletters, updates and news from the Befriending Service will be sent to you by email
- Reimbursement of out of pocket expenses such as mileage or public transport costs.

## Other Requirements

- We will require two references and a DBS check will be required, at no cost to you.
- To offer a consistent service we ask that prospective volunteers commit to a minimum of one year to give continuity for our clients, and are able to participate a minimum of one hour a week. or fortnight.

## Benefits of Volunteering

- Meet some amazing older people
- Be part of a team of Befrienders with Age UK Lincoln and South Lincolnshire.
- Share your skills and learn some new ones.
- Have fun and enjoy some social time.

**I'm interested, what do I do next?**

Please contact [volunteering@ageuklincolnshire.org.uk](mailto:volunteering@ageuklincolnshire.org.uk), we will guide you through our application process.