

**Befriender - Role Description**

**Initial Contract until 1st May 2026**

We are launching a brand new Befriending Project and we are looking for a dedicated individual who can offer 16 hours a week over 4 days (not Wed) to support older people who are at risk of social isolation. This will be an hourly paid role and will be paid weekly each Thursday @ £12.60 per hour.

This will include a minimum of 10 hours per week befriending along with administration one day per month at Head Office in St Ann’s Square.

As a Befriender you will visit older people in their own homes’ who may be experiencing isolation, ill-health, reduced mobility and loneliness to offer support and companionship.

**What’s involved?**

Help older people feel less lonely by providing a listening ear, engaging them in conversation and to listen with interest

* Promote ageing in a positive way
* Helping others to adapt to changes
* To refer and signpost an older person to other organisations and agencies that may support their health and well-being
* Encourage older people to attend social groups e.g. coffee mornings or one-off events, accompanying them to improve their self confidence
* Any other reasonable activities aimed at enhancing an older person’s quality of life e.g. a walk to a shop, visit a park
* Complete and return monthly visit sheets and feed back to the Counselling/Befriending Service Manager

**You will not be required to provide personal care (e.g. feeding, washing) or give direct medical advice or medication to clients.**

**What knowledge do I need?**

As a Befriender, it would be beneficial (but not essential) for you to:

* Experience of Older people’s issues
* Have experience or some knowledge of transitional life events e.g. retirement, divorce, ill-health
* Understand how life events can impact on physical and mental health/wellbeing
* Be willing to find out about local services and how to support individuals to use them

**What skills do I need?**

As a Befriender, we ask that you:

* A passion to make a difference to people’s lives
* Have good listening and communication skills
* Have an interest in and empathy/compassion for older people
* Ability to provide non-judgemental support and encouragement to people who struggle with memory or illness
* Are able to respect confidentiality even in difficult situations
* Are honest, reliable, committed with a flexible approach to meet clients’ needs
* A full/clean driving licence

**What can I gain from this role?**

* A greater awareness of services and activities in your local area
* Be part of a great team within Age Uk Manchester
* Training and support in areas such as active listening, understanding the barriers to social isolation and appropriate signposting
* Opportunity to meet new people and use and develop your skills

**Training You will receive**

Full training and support to help you to improve your confidence and understanding for this role. You will be required to complete mandatory training/Induction before you begin your role. This will cover areas such as boundaries, confidentiality, and safeguarding.

**Support**

You will be supported by the Counselling/Befriending Services Manager who will ensure that your training and development needs are met, and provide ongoing support as needed.

**Expenses**

We will refund you for any travel costs, the shortest distance in miles will only be paid if claiming mileage @ .40 per mile. (Google Maps shortest distance – postcode to postcode).

Please note an enhanced DBS will be required and completed by Age Uk Manchester prior to starting.