**In partnership with –**

**Volunteer Role Description**

**Merton Befriending Service: Befriending Volunteer**

**Purpose of role**

To make regular visits to an older person in their home for approximately one hour a week based in London borough of Merton

* Helping to alleviate loneliness and isolation by providing social companionship
* Enabling independence; empowering them by increasing their confidence and self esteem
* Increasing access to support networks, information and services

**Key Tasks**

* Maintaining records of client contact and sending this to the Befriending Coordinator at Age UK Merton on a monthly basis
* Maintaining client confidentiality
* Attending induction and ongoing training
* Attending volunteer meetings
* Keeping in regular contact with the Befriending Coordinator;
* Attending supervision and reviews
* Working within policies and procedures of the partner organisations of Merton Befriending Service

**Skills we look for**

* Good listening skills
* Understanding and empathy with the needs of older people
* Ability to empower and promote independence
* Ability to adhere to boundaries
* Ability to be open minded and non-judgemental
* Ability to be friendly and patient
* Reliability, punctuality and trustworthiness
* Ability to read between the lines and, with appropriate training, identify instances where the client needs to be referred back to the organisation (either Age UK Merton or Carers Support Merton) for assistance with specific issues
* Good communication skills especially in English
* Ability to maintain written records
* Agreement and ability to work within organisational policies and procedures
* Availability of 6 months and over preferred