**In partnership with – **

**Merton Befriending Service**

**Volunteer Role Description: Befriending Volunteer**

**Responsible to: Befriending Co-ordinator**

**Role Purpose:**

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

**Face to face befriending:**

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

**Telephone befriending:**

To telephone an older person and/or an older person who is a carer, 1-2 times a week. If you are befriending a carer, you will have the choice to be based at the offices of Carers Support Merton. Otherwise you will make calls from your own home. This will be arranged according to preferences and needs of both volunteer and Merton Befriending Service. Each call will last for approximately 20 minutes.

**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 required for this role are:**

* 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
* Empathy
* 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