

About Age UK Norfolk's Gift of Friendship Befriending Service

Age UK Norfolk's 'Gift of Friendship' service takes a proactive, goal-oriented approach to helping individuals aged 50+ reduce loneliness and social isolation across Norfolk. Our Face-to-Face Befriending service offers meaningful connections through friendly visits, whether at a member's home or care home. Befrienders play a vital role in building relationships with older individuals and supporting them in achieving their personal goals. This service makes a significant and lasting impact on well-being, fostering companionship and support.

About the Volunteer Role

Main Purpose

- To visit a local older person (persons) for one hour each week for up to 6 months in their home or care facility offering companionship. You may also gradually support them to reconnect with their local community for example for a walk, joining a local group, or to visit a local café together.

Tasks

- To make weekly visits
- To keep accurate records of all visits made and submit reports weekly.
- To adhere to the policies and practices of Age UK Norfolk
- To keep your Coordinator informed of any changes or requests

Skills

- The ability to relate to and empathise with older people
- Good communication and I.T. skills
- An ability to talk to people on a wide range of subjects
- Ability to give and to accept support as part of a team
- Reliability and trustworthiness
- Ability to work on own initiative
- A positive and cheerful outlook

Availability

Flexible

Location

Community Based (local/countywide)

Responsible to and supported by

Befriending team

Training

Training and ongoing support is provided, and short training courses are required to be completed before starting the role. Volunteers must have access to an email address, as email is the primary method of communication. A satisfactory Enhanced DBS (criminal records) check is required.

Expenses

Expenses, including mileage and phone call costs, can be reimbursed