

PROJECT: BEFRIENDING – HOME VISITS

Role summary:

Become a befriender, and support a befriender, in their own home environment, to help reduce their social isolation and loneliness. Regular social interaction can help to build confidence, self-esteem and structure for someone, amongst many other positive outcomes. Your one to one relationship will be supported by us.

Outline of duties:

- To support our customers to help alleviate isolation and loneliness, by visiting them regularly at mutually agreed times, to build up and maintain a trusting close relationship over time.
- To empower our customers to rediscover social skills and confidence, by encouraging them to be an active partner in the relationship, rather than a recipient of help.
- To assist our customers with new opportunities if they choose them, by seeking new solutions and possibly engaging in new activities. New activities and hobbies may be something you can learn and enjoy together.
- To enable our customers to make choices about how they connect to our wider community if they want to, by providing information in partnership with us.
- To have fun. It can be easy to underestimate the importance of just having a laugh and a good time.

We work with older people therefore it is essential that all our volunteers hold the following qualities:

- Non-judgemental approach
- Reliable and trustworthy
- Good communication skills
- Respect confidentiality
- Enthusiasm and commitment to the organisation's values and objectives
- A clean DBS
- Ability to work on own initiative
- Ability to work effectively as part of a team
- Ability to build effective working relationships with customers and to work with them in a non-patronising and respectful way.
- Ability to operate within Age UK North Tyneside's Policies and Procedures
- A good sense of humour
- Ability to work to guidelines and participate on ongoing one2one's with the Project Coordinator.

Commitment: Varies, usually one hour per week.

Location: Across North Tyneside, at the customer's home.

Age UK North Tyneside will provide you with:

- Induction, training and on-going support.
- Paid travelling and out of pocket expenses.