



### **Mission Statement**

*To care for and work with older people and their carers' in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity and independence*

### **Purpose:**

To enable older people who are lonely or isolated to connect and communicate with other by supporting them to 'buddy up' with likeminded people and in doing so:

- increase their opportunities for social interaction
- develop new social relationships
- improve their overall wellbeing

### **Main Duties:**

Working under the direction and guidance of the 'Gateway To Services' Project Manager and the Volunteer Co-ordinator:

- Develop positive relationships with service users
- Facilitate introductions and set up preferred methods of communication
- Assist in maintaining records for monitoring and service evaluation
- Participate in regular support and supervision meetings with the Project Team

### **Person Specification:**

- Good listening and communication skills with a non-judgemental and empathetic approach
- Able to adhere to service guidelines and manage appropriate boundaries, including understanding the need for confidentiality
- Reliable and conscientious in offering a regular commitment to liaise with service users
- Able to take part in any relevant staff training days

### **Hours of Support:**

As agreed

### **Responsible to:**

Gateway to Services Project Manager