

VOLUNTEER ROLE DESCRIPTION

Volunteer Befriender (Enabling Connections Sandwell Project) In-Person

Responsible to:	Sandwell Befriending Lead
Frequency:	1-2 hours per week
Intended Commitment:	~ 26 weeks (6 months)
Location:	Across Sandwell

If you are interested in this role, it is important that the below information is read and understood in full before the next stage.

About the Service

The Enabling Connections Sandwell project provides short-term, structured befriending support to older people who would benefit from greater confidence, independence and connection within their local community.

Over approximately six months, each person will be matched with a volunteer who will meet with them weekly and help them identify a meaningful personal goal, such as attending a community group, using public transport, developing digital skills or reconnecting with a favourite activity.

About the Role

Rather than offering open-ended befriending, the project focuses on steady progress towards independence. Volunteers will provide encouragement, practical support and companionship while helping individuals take manageable steps towards their goals. By the end of the support period, the aim is for each older person to feel more confident, socially connected, and able to continue accessing activities and opportunities independently once support ends.

Main Responsibilities

Specific tasks will include:

- Goal Setting – During week one, you will have a conversation with your matched older person to figure out what they want to achieve (e.g. walking to the local shop alone, learning to use video calls, or joining a nearby art class)
- Build a Plan - Break that goal down into small, weekly steps that feel safe and manageable while helping them to research community groups, transport options and other local opportunities.
- Encouraging Confidence – Joining them attending new places, new groups or travelling until they feel confident enough to go by themselves.

- Cheering Progress - Keep track of the small wins each week and remind them of how far they have come.
- Keeping Records - Keep brief records of visits, agreed actions and achievements.
- Close - Support the individual to prepare for the volunteering relationship to end.

Training

- Core training (including Safeguarding, GDPR, Health & Safety, and more) will be provided in the form of a booklet, either digitally or in print, as part of your volunteer registration pack.
- A full induction into the Enabling Connections project led by the Befriending Lead.
- Role-specific training which will be a combination of online learning and in-session training.
- A full induction to the charity led by the Volunteering Lead.

Personal qualities and skills most suited to this role

- Friendly, patient and encouraging.
- A good listener and communicator.
- Reliable and able to attend regularly for the 6 months duration following week one
- Comfortable supporting someone to work towards agreed goals.
- Able to motivate someone without taking over or doing everything for them.
- Understanding of professional boundaries and the importance of promoting independence.
- Willing to learn about local services, groups, activities and transport.
- Confident using basic IT, email and online searches.

A full driving licence and access to a car may be required, depending on the location and needs of the person being supported.

What the role can offer you

- Impact - Witness a direct, visible transformation in someone's life from week 1 to week 24.
- New Skills - Gain high-quality training in goal setting, mentoring, and active listening.
- Short Term Commitment - Perfect if you want to make a huge difference but cannot commit to a long-term volunteering role.
- Travel Expenses will be reimbursed

DBS

This role will also require an Enhanced Disclosure and Barring Service (DBS) check, which we will organise for you. Consent will be requested on the volunteering application form should you decide you wish to volunteer with us.

Contact Details

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Or apply online by [CLICKING HERE](#)

(general volunteering enquiries volunteering@ageukbirmingham.org.uk)