

## Age UK Sunderland (AUKS)

### Job Description

**Post:** Gift of Friendship Befriender - Keeping in Touch Service  
**Responsible to:** Front Door Manager  
**Location:** Various – Based at the Bradbury Centre Sunderland

#### Job Purpose

To deliver a quality befriending service to vulnerable older people, reducing the negative impact of loneliness and isolation. Implementing activities to support the client's wellbeing.

#### Job Description

To be a Befriender to Older People within the boundaries of Sunderland and undertake all reasonable activities identified (e.g. telephone and visiting client's homes to provide support).

Engage with the Client and converse on a variety of topics

To support the Clients emotional wellbeing.

Liaise and co-operate with carers and share information as required

Report immediately changes in clients' health, abilities or circumstances to the line manager.

Identify potential extra support needs

Signpost to relevant support services

Provide information on Age UK Sunderland activities and services where appropriate to meet older people's needs outside of the role

Maintain strict confidentiality regarding all aspects of the work undertaken

Abide by and implement all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health & Safety policy

To comply with all principles of GDPR and data protection

To input data on the organisation's information gathering system (Charity Log)

Undertake all reasonable tasks, in keeping with the level of responsibility of the post, as requested by the Line Manager/CEO.

Act as a Safeguarding Adults Alerter

This post is subject to an enhanced DBS

A befriender will not be asked to meet any personal care needs.

## **Age UK Sunderland**

### **Person Specification**

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**Responsible to:** Front Door Manager  
**Location:** Various – Based at the Bradbury Centre, Sunderland.

#### **Essential Criteria**

Have an understanding of the needs of Older People and impact of social isolation and loneliness

Be able to communicate clearly and effectively

Be able to work to an agreed timetable of visits

Have ability to keep basic records

Ability to work alone with the minimum of supervision and abide by AUKS lone working policies and procedures

A caring, sympathetic, sensitive manner and a non-judgemental approach.

Reliable/dependable/flexible

Ability to demonstrate empathy and understanding of older people's needs

Understanding of confidentiality

Demonstrate a positive and enthusiastic approach

Willingness to help raise self -esteem/confidence through a positive befriending relationship.

NVQ Level 3 in health & social care or equivalent experience of working with vulnerable people required

Possess a full, clean driving licence and have access to a car for work.