

**Keeping in Touch Befriending Service**

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**Our Mission Statement**

Age UK Sunderland aims to promote the well-being of all older people throughout the City of Sunderland, improve their quality of life and help them maintain independence

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**Role Outline****Main Duties:**

- To make regular visits to isolated or lonely older members of the community
- To raise awareness and promote the services of Age UK Sunderland
- To adhere to the relevant Age UK Sunderland policies and procedures, such as Confidentiality, Safeguarding, Health and Safety, and Equal Opportunities.

**Your role will require you to:**

- Visit service users who live at home for a weekly chat
- Inform project co-ordinator of any problems
- To participate in gatherings for the support and benefit of volunteers

**Specific Responsibilities**

- Tasks vary according to individual need but may include:
  - making a cup of tea and having a chat
  - escorting them to local shops
  - providing company to alleviate isolation
- Record visit on client file and pass to Co-ordinator at end of each month

**Person Specification**

- A liking for and empathy with older people
- Good communication skills
- An understanding of the need for confidentiality
- Reliability and trustworthiness
- A sense of humour

**Hours of work:** Usually 2 hours per week, on a day to be agreed with the Project Co-ordinator and client. No weekends.

**Responsible to:** Friendly Faces Project Co-ordinator

**Expenses:** Age UK Sunderland will repay any agreed expenses (e.g. travelling) on production of receipts/bus tickets. Forms to be completed monthly.

<p><b>PLEASE NOTE:</b> This post is subject to an Enhanced DBS clearance. This means that this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and any unspent convictions must be declared. This post is subject to a 6 – 8 week trial period.</p>
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