

Volunteer Role Profile: Home From Hospital Short-Term Befriender

Role:	Home From Hospital Short-Term Befriender
Location:	Community Based
Supported by:	Home From Hospital Team
Commitment:	1-2 hours per week (plus travel time)

About Age UK Sutton

Age UK Sutton is an independent, local charity working throughout the London Borough of Sutton to support older people, their families and carers. Our vision is an Age Friendly Sutton, where older people know they belong, and feel supported and valued.

We offer a range of practical and social and information services and support for people aged 50+ that help them make the most of their later life. As well as providing services, we work to influence wider changes in the community to make Sutton a more age friendly place.

What do Home From Hospital Befrienders Do?

The Home from Hospital Volunteer Support Programme is designed to help people (aged 65+ and living in Sutton) settle back at home and into their community after a stay in hospital, by providing short-term emotional and social support. The programme is particularly for those with limited local family/friend support networks.

As a Home from Hospital Short-Term Befriender, you will provide one-to-one befriending calls or visits to older people in their homes for **4 weeks**. The calls will vary between 15 minutes and 1 hour each, with in-person visits usually being around 1 hour long. Your call or visit will help provide reassurance for the person you are calling, as well as helping the Home from Hospital team to pick up on anything that might be impacting the person's wellbeing. By working as part of the Home from Hospital team you will help make sure that concerns or queries are picked up and addressed quickly. Responsibilities include:

- Calling or visiting a client on a weekly basis.
- Providing companionship and good conversation around shared interests.

- Re-building the client's confidence and reducing the feeling of loneliness and isolation through purposeful conversation and listening, whilst remaining professional at all times.
- Supporting the client with finding out about activities and social groups in their area and exploring what they might like to take part in.
- Listening carefully to the client's concerns and informing the Home from Hospital Staff Team so that further help can be given if necessary.
- Maintaining confidentiality and professional boundaries at all times.
- Completing and submitting an electronic feedback form after each session.
- Following Age UK Sutton procedure in reporting and recording any health, safeguarding or other concerns.
- Participating in learning and development sessions as required.
- Participating in support and supervision sessions as required.
- Following Age UK Sutton policies and procedures.

Skills, Experience and Attributes Required

We are looking for enthusiastic volunteers who:

- Are compassionate, patient and caring.
- Have a warm and friendly manner.
- Have good interpersonal and communication skills - verbal and non-verbal.
- Have good listening skills.
- Can help empower older people to improve their wellbeing.
- Are reliable and trustworthy.
- Have an understanding of the challenges faced by some older people, especially on leaving hospital.
- Have sufficient written and IT skills to complete the online feedback form which is essential to ensure a smooth working relationship with the team co-ordinators.
- Are willing to follow Age UK Sutton policies and procedures including professional boundaries, data protection, confidentiality, health & safety, equality & diversity and safeguarding.

This role is open to volunteers who are a minimum of 18 years old and is subject to a DBS (Criminal Record) check.

What We Offer

- The opportunity to meet new people and to be part of an enthusiastic team who want to make a difference, whilst also having a rewarding experience.

- Induction, training and support from the Home from Hospital Team, particularly with regard to the feedback form as this is essential to the role.
- The opportunity to make a positive impact for older people.
- The opportunity to develop new skills and experiences.
- Reimbursement of reasonable (pre-agreed) out of pocket expenses.

How To Apply

Please complete the on-line volunteer application form on our website

<https://www.ageuk.org.uk/sutton/get-involved/volunteer/application-form/>

For any questions please email the Volunteering Manager on volunteering@ageuksutton.org.uk or call 07735 690864.