Enabling Connections Befriender

Purpose	Enabling Connections Befrienders offer companionship for isolated older adults in Waltham Forest, supporting them to increase their social connections and achieve their goals in life.
Project Manager	Befriending Manager
Time Commitment	1-2 hours per week (plus travel time to and from the older person's house) for a minimum of 6 months Attend a one-off induction training course of 2.5 hours

Main Tasks of the Role

- To visit an isolated older person in their home, supporting them to achieve a goal or goals which they have set for themselves.
- To support the older person to undertake new activities, go to new places and gradually increase their social connections.
- To help the older person maintain and/or regain their self confidence, allowing and encouraging them to do as much as possible themselves.
- Offer social support, for example accompanying the older person to social events initially, and then encouraging the older person to attend on their own.
- Help the older person think about their goal, and help them overcome any barriers, referring back to the Befriending Co-ordinator where necessary.
- Keep the Age UK WF Befriending Team informed of the older person's general well being, any significant difficulties, incidents or concerns and the progress they are making towards achieving their goal(s).
- Attend Induction and training

Benefits & Perks

You'll be rewarded with Tempo Time Credits for giving your time.
Make a real difference – Bring companionship and support to isolated older adults, positively impacting their lives.
Flexible volunteering – Visits can fit around your work, family, or other commitments.
Short time commitment – Only 1-2 hour per week (plus travel), making it manageable even for busy schedules.
Training and support – Induction, ongoing training, and regular support from the Befriending team.
Personal growth – Develop communication, empathy, and interpersonal skills.
Social connection – Build friendships with older adults and join a supportive volunteer community.
Satisfaction and reward – The personal fulfilment of helping someone regain confidence and companionship.

Skills Required
Communication Skills – Ability to listen actively, engage in meaningful conversation, and communicate clearly.
Interpersonal Skills – Ability to relate to people on a one-to-one basis and build rapport.
Empathy & Compassion – Understanding and responding sensitively to the feelings and needs of older adults.
Patience – Willingness to give time and support at the pace of the older person.
Observation & Awareness – Noticing changes in well-being, mood, or environment and reporting concerns appropriately.
Encouragement & Motivational Skills – Helping older adults maintain confidence and independence, and move toward their goal(s).
Reliability & Commitment – Regular attendance and consistency in visits, with an initial commitment of 6 months.
Record-Keeping – Ability to keep brief and accurate notes of visits.
Flexibility – Adapting to the needs and availability of both the volunteer and the older person.
Teamwork & Following Guidance – Willingness to engage with the Befriending team, attend training, and adhere to policies.

DBS (formerly CRB) checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you and you will not incur any costs.

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