



# Befriending Services



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# What is a Befriending Service?

A befriending service offers a healthy friendship experience to people who experience loneliness.

As we get older, people often experience loss and bereavement of loved ones. At times, people can feel lonely when even if they have lots of social contact, but it can seem very superficial – often with family visits etc. They may need a different type of friend to be able to confide in, this can be easier with someone who is not part of their day-to-day life.



Our volunteers will aim to provide our clients with regular home visits or telephone calls from their befriender, to combat loneliness and alleviate any feelings of sadness or anxiety.

# Starting a Friendship

It is important as a befriender that you understand how to build healthy relationships boundaries.



There are many effective ways to establish a foundation between a volunteer and a client. An ideal candidate is someone who will be able to make conversation and create a safe, non-judgemental environment.

At Age UK West Cumbria, we do provide full Safeguarding and professional boundary training and support for all of our volunteers, to ensure that they are prepared and fully equipped to start their new friendships with clients.

# Befriending Volunteer



**Our befriending service provides emotional support to older people who have difficulty getting out into the community.**

Regular telephone calls and home visits from befrienders help to build up relationships between clients and volunteers. Our volunteers experience and gain just as much out of the service as the clients.

# Home Befriender

**Volunteering as a Home Visiting Befriender** will require you to provide companionship for vulnerable and lonely seniors and give them the chance to develop a new friendship and present them with opportunities to participate in social activities.

You will meet on a regular basis (one hour a week) with the person you have been matched with to listen with empathy and encourage communication.

**Volunteer Location:** Copeland & Allerdale.

## Tasks & Responsibilities:

- Make regular house visits – pop in to see them for a cuppa from time to time.
- To support the older person to integrate into their community – such as informing them of local groups for older people in the area.
- Provide support for food shopping and other physical activities like going for a short walk, encouragement to take part in hobbies etc.

## Skills & Experience:

- Good communication skills
- Understanding of empathy and the needs of people with isolation issues
- Understanding of confidentiality
- Reliable and trustworthy
- Non-judgemental

All applicants will be required to complete a DBS check for this role.

**Time Commitment:** Regular weekly, fortnightly or monthly commitment.

**Supported by:** Volunteer Coordinator and Community Connections Project Worker

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## Age UK West Cumbria Commitment

All Age UK West Cumbria volunteers are offered a full induction prior to commencing any duties. Volunteers also have access to training, informal supervision, briefings and opportunities to participate in social events.

# Telephone Befriender

**Volunteering as a Telephone Befriender** will require you to provide companionship for vulnerable and lonely seniors and give them the chance to develop a new friendship and present them with opportunities to participate in social activities.

**Volunteer Location:** Copeland & Allerdale.

## Tasks & Responsibilities:

- To alleviate loneliness and isolation for the older person through regular telephone contact.
- To support the older person to integrate into their community – such as informing them of local groups and initiatives for older people in the area.
- To support the older person to pursue their goals – by simply giving positive encouragement if there is something the older person wants to do or get involved in and by helping the older person to access relevant information.

## Skills & Experience:

- Good communication skills
- Understanding of empathy and the needs of people with isolation issues
- Understanding of confidentiality
- Reliable and trustworthy
- Non-judgemental

All applicants will be required to complete a DBS check for this role.

**Time Commitment:** Regular weekly, fortnightly or monthly commitment.

**Supported by:** Volunteer Coordinator and Community Connections Project Worker

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## Age UK West Cumbria Commitment

All Age UK West Cumbria volunteers are offered a full induction prior to commencing any duties. Volunteers also have access to training, informal supervision, briefings and opportunities to participate in social events.

# Volunteer With Us

Age UK West Cumbria will provide specific training on Safeguarding, Professional Boundaries and anything relevant to the role.

All agreed out of pocket expenses such a travel costs will be met by Age UK West Cumbria, on production of a receipt.

We offer:

- Full support and training
- Work experience
- Opportunity to develop new skills and interests
- Chance to meet new people
- An opportunity to contribute to and be part of an established organisation specialising in the knowledge and understanding of the older people of West Cumbria.

If you are interested in this volunteering for a home visiting OR telephone befriender and/or would like to find out about other opportunities within Age UK West Cumbria, please contact the volunteer co-ordinator on:

**Website:**            [www.ageuk.org.uk/westcumbria](http://www.ageuk.org.uk/westcumbria)

**Helpline Tel:**        **01900 844670**

**Email:**                **info@ageukwestcumbria.org.uk**





# Befriending Volunteer

**Our befriending service provides emotional support to older people who have difficulty getting out into the community.**

**We are looking for volunteers to help with:**

- Regular home visits with the client
- Starting a companionship with the client

**For more Information:  
Call 01900 844 670  
Email [info@ageukwestcumbria.org.uk](mailto:info@ageukwestcumbria.org.uk)**