

## **VOLUNTEER ROLE DESCRIPTION**

### **Volunteer Befriender**

#### **The Service:**

Age UK Wolverhampton offers a befriending to older people who are at risk of becoming isolated and lonely. Volunteers visit older people in their homes to help improve their quality of life, mental and physical health and well-being through engaging socially and increasing their support networks.

**Responsible to:** Coordinator of the service

#### **Location:**

Visiting older people in their homes across the city of Wolverhampton

#### **What would my role involve as a Volunteer Befriender?**

- To visit the older person in their home to help reduce loneliness and isolation
- To engage and facilitate easy conversation
- To provide companionship and friendship for up to 12 months
- To be able to source relevant information as required for the older person
- Observe the organisation's policies and procedures
- Maintain boundaries
- Willing to undertake on-going training & development
- To report any concerns to the Co-ordinator
- To follow the Lone Working Policy set by the service
- To be an ambassador for Age UK Wolverhampton

### **Personal qualities and skills most suited to this role:**

- An understanding and empathy for older people
- To be non- judgemental
- Able to demonstrate appropriate/respectful behaviour
- To have knowledge of issues affecting older people
- Respect and value the diversity of older people and their carers from different backgrounds
- To have a caring nature
- To demonstrate good communication skills
- Display appropriate social skills in formal and informal settings
- A good listener
- Understands the need for confidentiality
- An ability to stay within set boundaries

### **How much time is involved?**

Morning or afternoon visits as agreed for 1 hour to 1.5 hours on a weekly basis. You can stop volunteering at any time but it is very important that you let us know in advance.

### **Expenses and Insurance:**

We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs). You can claim travel expenses weekly or monthly by completing a travel expense form and provide receipts where appropriate. We will also insure you under our Public Liability insurance for the time you are volunteering with us. Please ensure that you only carry out tasks which have been requested of you with this volunteering role.

### **A Disclosure & Barring Service (DBS) is required for this volunteering role**