



Volunteer Role Description

Age UK York is an independent, local charity, that has worked to support older people for fifty years. We have over three hundred volunteers helping us to deliver services and activities for older people in York.

Volunteer role: **Befriender**

Service: Older People's Community Support Service
This service offers support and companionship to lonely, isolated and often housebound older people living in their own home or in sheltered accommodation, through the introduction of a volunteer befriender.

Supported by: Befriending Coordinator

Commitment: Visit on a regular basis, usually weekly. Commitment of at least twelve months.

Training: Induction training part one and part two.

DBS: DBS required (undertaken by Age UK York).

Role purpose

Befrienders visit an older person in their home, usually on a weekly basis, providing social contact and companionship to alleviate loneliness.

Personal qualities and experience

Befrienders demonstrate good listening and communication skills, with an ability to understand the needs of older people and empathise with them. Reliability is key. Befrienders must be willing to work within guidelines and to always follow confidentiality policies.

Tasks and activities

- Visit an older person in their home, for company and friendship.
- Work towards establishing a beneficial and supportive relationship.
- Contact the befriending coordinator or First Call Information service if information or additional support is required.
- Assist with simple practical tasks e.g. partaking in craft activities.
- Undertake shopping in an emergency and by agreement with the befriending coordinator.
- Monitor the wellbeing of your older friend.
- Highlight issues to the befriending coordinator, including health and safety issues (e.g. mobility) and changes in the client's needs.
- Attend volunteer support group meetings (optional).

In return, as an Age UK York Volunteer, you will have the opportunity to:

- Contribute to the alleviation of social isolation in York.
- Develop your skills through ongoing training.
- Be part of a friendly and supportive team.

Volunteer Agreement



We ask you to:

- Work within the parameters of your volunteer role description.
- Maintain the commitment you choose to make.
- Undertake training and updates.
- Keep appointments and complete relevant paperwork.
- Keep us informed if your circumstances change.
- Inform us immediately of any new criminal convictions.
- Keep to the Age UK York policy regarding confidentiality.
- Keep to the Age UK York policy regarding data protection.
- Promote the work of Age UK York in your local community.
- Feel able to tell us if you are dissatisfied in any way.
- Keep to all other Age UK York policies and procedures, summarised in the volunteer handbook and available in full on request or via the website.

Please sign to confirm that you have read and understood the above.

Name:

Signature:

Date:

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.