

Volunteer Role Description

Helping Hands Volunteer Befriender

Aim or goal of the position:

Our Helping Hands befriending team provides meaningful social support for individuals who are isolated or feeling lonely to connect and engage with people, supporting their overall health, happiness, and emotional well-being.

We also provide carer respite, which allows the main carer/family member to have a short period to themselves.



It's incredible how having companionship can brighten someone's day/week and significantly improve their quality of life. The people we support are living with deteriorating health, while some may have limited mobility, others are still active and can enjoy outings with their befriender.

Befriending volunteers are a valued part of our team. In addition to mandatory training, they are invited to regular catch-up meetings and inclusive group sessions that help build a strong sense of community.

This is a flexible role—you choose the timing and frequency of your visits, making it easy to fit around your other commitments.

If you're interested in making a real difference, why not join one of our upcoming information sessions to see if befriending is right for you?

Main responsibilities:

The duties and responsibilities of a Helping Hands Befriender are diverse and flexible, as each befriending relationship is unique and tailored to the individual needs of the person being supported. Volunteers are expected to work within the boundaries of the service agreement and role description, providing appropriate support to clients, their carers, and family members.

- Offering friendship and social support to clients, their carers and family members affected by advancing illness, in their own homes
- Providing a compassionate listening ear to clients, carers, and family members
- Engaging in companionship activities, such as reading, chatting, or sharing hobbies
- Offering short periods of respite for carers, as agreed in advance
- Supporting participation in social, recreational, or everyday activities, which may include accompanying clients on outings or trips

Additional Opportunity:

Support the delivery of group sessions, which may include:

- Setting up and clearing the space before and after the session
- Serving refreshments to attendees
- Assisting with transport arrangements to and from the venue
- Supporting individuals who use mobility aids
- Providing one-to-one support for those who may require additional attention or interaction

Skills/attributes and/or qualification(s) required:

- Comfortable supporting individuals with progressive health conditions
- Strong interpersonal and communication skills
- Calm, caring, empathetic, and sensitive, with a non-judgmental approach
- Aware of the importance of maintaining appropriate boundaries between clients and volunteers
- Committed to upholding client confidentiality and handling information in line with data protection regulations
- Reliable, dependable, flexible, and punctual
- Able to meet PVG (Protecting Vulnerable Groups) scheme requirements
- Must meet driving requirements if transporting clients in a personal vehicle

Benefits to the volunteer:

- Contributing to the well-being of clients, their carers and families in their local community
- Gain confidence and friendship
- Gain advanced communication/listening skills
- Training specific to the role
- Contributing to the work of Highland Hospice in the wider community
- Membership to Wellbeing solutions <https://www.wsm-wellbeing.co.uk>
- A 20% discount is available on food and drink on production of ID for volunteers and staff visiting our “By the River” Café at Ness House, Inverness

Estimated hours:

We ask for a commitment of at least one hour per week, or every other week if that suits you better. Any additional time you can offer is greatly appreciated and can make a meaningful difference.

All arrangements will be agreed upon collaboratively between the volunteer befriender, the client, and the Service Coordinator or Manager.

Length of commitment sought: Minimum of 6 months.

Mandatory Training:

Before you start in your role, you must complete all of the following training:

- Helping Hands information session - approx. 3 hours usually at Highland Hospice
- Safeguarding and Adult Support & Protection – approx. 1 hour
- Moving and Handling Training Patient / Client – approx. 1.5 hour (online)
- Cyber Security and GDPR – approx. 30 minutes (online)
- Fire Safety Awareness for Volunteers – approx. 30 minutes (online)
- Food Safety Hygiene - Entry Level for Volunteers – approx. 20 minutes (online)

Additional Training:

Other training available is desired and suitable for your role:

- Last Aid
- Dementia Awareness
- Sensitive Conversations

Location: Client's home, community/public places or other by specific agreement

Role supervisor(s)/ Line manager: Helping Hands Team Lead and or Coordinator

For further information and application, contact the Volunteer Office on 01463 227902 or email volunteer@highlandhospice.org.uk