

## Glens Befriending Service Volunteer Role Description



### Role Title: Volunteer Befriender

#### **Aim or goal of position:**

Glens Befriender Service offers supportive, reliable relationships to people to reduce loneliness and isolation. Support is aimed at making life meaningful and fulfilling, helping people to remain as independent as possible.

#### **Main responsibilities:**

The duties and responsibilities of a befriender can be many and varied as the relationship is unique and tailored to the needs of the individual person. The volunteer will work closely within the parameters of the service agreement in place and the role description, in providing appropriate support to the client, carer and family members. This may include

- Supporting clients in their own home by providing friendship and social support.
- Providing a listening ear.
- Providing companionship (reading, chatting, letter writing).
- Providing respite for carers for short periods (up to maximum of three hours) as agreed. Offering opportunities to participate in social/recreational and daily living activities (may go out on trips).

#### **Other duties:**

- Participate in supervision, reviews and some team meetings pertaining to the Glens Befriending Service.
- Attend induction and training related to the role.
- Offer support in non-discriminatory, non-judgmental way.
- Establish and maintain appropriate boundaries within the relationship.
- Respect confidentiality.
- Work within Soirbheas' data protection policies and guidance.
- Complete monthly activity logs.
- Communicate to Service Manager or Service coordinator any concerns.
- Ensure that their activities and visits comply with Soirbheas' policies and operating procedures, this includes reporting any health and safety issues and incidents as appropriate.

#### **Please Note:**

- Glens Befriending is not a clinical service.
- Befriending volunteers are not expected to counsel, provide clinical care or deliver any care which would require the input of a skilled professional.
- Befriending volunteers are not allowed to become involved in domestic tasks, such as cooking and cleaning, or financial and legal matters.
- Volunteers should not give advice or information regarding medical conditions.
- Travelling expenses can be paid.

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

- The ability to be around people in distress and remain calm.
- Good social and communication skills.
- Ability to maintain client confidentiality.
- Ability to keep information supplied secure in line data protection requirements.

- Have an awareness of boundaries between clients and volunteers.
- Ability to relate to the client group sensitively and appropriately.
- Ability to adjust to being with people who may have increasing health problems.
- Polite, caring, and friendly nature.
- A caring, sympathetic, sensitive manner and a non-judgmental approach.
- Patient in supporting clients.
- Reliable, dependable, flexible, and punctual.
- Meet PVG requirements.
- Meet driving requirements if agree to take client trips in own car.

**Estimated hours:** Arrangements will be agreed between the Befriending volunteer, the Service Coordinator and those they are supporting. Volunteers are asked to commit to a befriending session, up to two hours per session, on a weekly or fortnightly basis for at least six months.

**Scheduling:** By agreement between Befriending volunteer and person being supported

**Length of commitment sought:** Minimum of 6 months

**Work site:** Client's home, may be other by specific agreement

**Benefits to the volunteer:**

- Opportunity to contribute to the wellbeing of clients, their carers and families.
- Opportunity to support the connection of clients, their carers and families with the local community.
- Gain confidence and friendship.
- Gain advanced communication/listening skills.
- Training specific to role.
- Satisfaction of using your skills.

**Role supervisor(s):** Befriender Coordinator will be responsible for:

- Risk assessments.
- Assessment of needs.
- Matching volunteer skills/client needs.
- Support to volunteers – you can contact Sarah at any time for support and advice.
- Delivering or organising relevant training.
- Monitoring service delivery and reporting appropriately.
- Determining effectiveness of the service and agreeing service changes if required.

**For further information and application:**

Contact Befriender Coordinator, Sarah Selby

Email: [befriender@soirbheas.org](mailto:befriender@soirbheas.org)

Tel: 0774 857 5330