

Volunteer Role Description

Volunteer Role	Volunteer Befriender – Face-To-Face
Service/Department	Befriending Service
Manager/Point of Contact	Befriending Service Coordinator
Preferred days or times for volunteer availability (if any)	<i>Any</i>
Role Description	
<p>Summary of Volunteer Role:</p> <p>To carry out regular visitations to matched clients to offer them friendly conversation, to help support, empower and improve the lives of older people.</p>	
<p>Key Duties:</p> <ul style="list-style-type: none"> • Be considerate and ensure the Client feels at ease at the door before making your way into the home. • Make sure that the duration of the stay is appropriate • Explore the topics of conversation and ask open questions that give your client the opportunity to talk. Allow them to set the pace but take an interest in what they are saying. • Be prepared to learn more in later conversations. Building trust is a process – some people will progressively disclose as you build trust and rapport. • At the end of each visitation, check you have the right date and time for the next one and that it is ok for you to come again. • Once you have left, make a note of a few key points of discussion. This can assist you with your next visit and will help you remember any topics that you could bring up next time. • Report to the Befriending Service Coordinator or Manager if you have any safeguarding concerns. 	
<p>Other Information/requirements:</p> <p>This role is a wonderful opportunity to give back to the community and do something kind.</p> <p>It is very rewarding and can make a huge difference to someone’s life. Join our mission to combat loneliness and isolation.</p> <p>Be aware that you may need to speak louder or slower if someone is hard of hearing.</p> <p>Please note that the homes of Face-to-Face clients will have been Risk Assessed to safeguard our Volunteers.</p>	

Volunteer Recruitment Service | Role Description Template

This role is subject to a DBS check and pass certificate (We will arrange)

Additional Internal Information

Aiming to be fill position by date	-
Form submitted date	02.01.24
Form submitted by	L.Carter
Form to be completed and sent to	Leah-May Carter Befriending Service & Volunteer Recruitment Manager