Befriender

Service	Befriending Programme
Role Description	To support older adults by alleviating loneliness and isolation, supporting independence, and increasing self-confidence, by making weekly or fortnightly visits to a client living in the borough of Croydon
Location	Borough of Croydon

Duties:

- Providing companionship to clients in their home, sharing a cup of tea
- Other activities mutually agreed by both the volunteer and client, such as reading together, or helping with post, and within the Befriending Programme's guidelines
- Maintaining records of client visits and sending those to the Befriending Coordinator on a regular basis
- Accompanying client out for a walk or to the shop if they are sufficiently able
- Accompanying client to weekly activities or social clubs to support client's independence
- Escorting clients to GP/hospital appointments as needed
- Adherence to Age UK Croydon's policies and procedures, including Confidentiality and Safeguarding

Skills Required:

- Good listening and communication skills
- An open-minded and non-judgemental attitude
- An understanding and awareness of issues faced by older adults
- Ability to maintain professional boundaries

Benefits:

- Regular supervision and support given
- Meeting new people and being part of a vibrant volunteering team
- Gaining new skills
- Travel expenses will be reimbursed

Support:

- You will receive a thorough induction before you start, to familiarise yourself with Age UK Croydon's policies and procedures.
- You will be assigned a line manager who is there to support and encourage you
- Training relevant to your role will be provided
- Regular catch-ups to support you in your role

Our vision is a Croydon where everyone can love later life
Integrity • Empowerment • Trust • Compassion • Collaboration

Time Commitment:

- This is a flexible role, and visits can be arranged on agreement between the volunteer and the client
- Visits are 1 hour, once a week or once fortnightly
- Would suit someone looking for a longer-term role, as a minimum commitment of six months is preferred

Role is subject to references, DBS check, and a Covid-19 risk assessment