



Befriender

Location

Ealing and Hounslow

Terms

Permanent, voluntary, 1-2 hour per week, expenses paid.

About the role

Our core Befriending Project supports people who are socially isolated in Ealing and Hounslow. They may have a physical or sensory disability, or they may have mild dementia, and are sometimes housebound.

On successful completion of the training, Befrienders are matched with a suitable client. They make a weekly 1-2 hour visit to the client's home, where they might stay in and chat over a cup of tea or, where possible, go out for a walk together, visit a cafe or undertake a local activity.

These visits make such a difference for the client and, as a Befriender, you'll get to know inspirational people with fascinating stories, develop new skills and be part of a supportive team that values compassion and connection.

Responsible to

Befriending Coordinator.

Responsibilities

- Visit your client on a regular basis as agreed, spending 1 to 2 hours with them.
If you are unable to visit every week you can make occasional telephone calls instead of a visit.
- Report back to BEfriend any issues or concerns that you have relating to your client.
- Inform your client and the BEfriend office if you can't make your meeting with a client.
- Complete and return monthly monitoring reports and expenses forms within the time limit specified.
- Attend a Volunteer Review meeting with a BEfriend Co-ordinator 6 months after you commence volunteering and annually thereafter.
- Attend further BEfriend training courses where possible.
- Each month, as part of your monthly monitoring report, to either claim expenses, donate expenses back to BEfriend or declare that you have not incurred expenses.
- To carry out your volunteering within the ethos of BEfriend at all times.
- To undertake an enhanced DBS check (paid for and organised by BEfriend). The check is carried out as part of our safeguarding policy to protect our clients who are 'vulnerable people'. After three years the check needs to be done again. If a new DBS check has not been completed after three years and three months, the volunteer will need to pause volunteering with us until this has been completed.

Candidate requirements

The abilities, qualities and skills we seek from a volunteer are:

- To have good listening and communication skills.
- To be non-judgmental in your attitude towards clients.
- To ensure that you are reliable and punctual when visiting clients and returning your monthly monitoring forms.
- To be conscientious with your volunteering and any follow up required for clients.
- To have an understanding and empathy for this vulnerable client group.
- Ability to work alone and cope well in one-to-one situations.
- Understanding of and willingness to work within the BEfriend framework including following policies and procedures.
- To be available once a week for up to two hours to visit your client.

No particular experience is required to become a volunteer with BEfriend.

hello@befriend.london +44 20 3093 1130

Boundary House, Boston Road, London, W7 2QE
Registered charity no: 1072538

<https://befriend.london/>