



Befriender

Location:

Ealing and Hounslow

Terms:

Voluntary, 1-2 hours per week, expenses reimbursed.

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.

Becoming a Befriender:

You'll have an informal interview with a Coordinator, who will help with any further details required, and arrange your training and an enhanced DBS check.

The training is split into convenient courses:

- Part 1: A short online course that can be completed in your own time.
- Part 2: A 3-hour facilitated session, either in-person or on Zoom, where you'll be able to meet other volunteers.
- Part 3: An online Safeguarding Adults course.

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 occasionally make a phone call instead of a visit.
- Inform your client and the BEfriend office if you can't make your meeting with a client.
- Report back to BEfriend any issues or concerns that you have relating to your client.
- Complete and return monthly monitoring reports within the time specified.
- 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.

- Attend a Volunteer Review meeting with the BEfriend Coordinator 6 months after you commence volunteering and annually thereafter.
- Attend further BEfriend training courses where possible.
- The enhanced DBS check (cost covered and organised by BEfriend) 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.

Candidate requirements

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

- To have good listening and communication skills.
- To have an understanding and empathy for this vulnerable client group.
- To be non-judgmental in your attitude towards your client.
- To be available once a week for up to two hours to visit your client.
- To be reliable and punctual when visiting your client, when returning your monthly monitoring forms and with any follow up required for your client.
- To have the 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.

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

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<https://befriend.london/>