**Volunteer Role Outline**

**Friends Exchange Volunteer - Home Visits**

There are many older people who are lonely and living in isolation across South Lakeland and this affects their health and quality of life. The volunteer befriender offers support and companionship and the opportunity to talk to someone on a regular basis. In addition the aim of this role is to help these clients integrate into their local community by supporting them in accessing various social groups and services. Referral of clients will be through the Age UK South Lakeland Helpline.

**Tasks & Responsibilities:**

* Visit an older person in their own home on a regular basis for tea and chat
* Provide a client centred approach
* Provide company to alleviate isolation
* Assist clients to learn about other activities that can alleviate isolation
* Escort someone to do some shopping or visit a friend ( providing this has been agreed and risk assessed)
* Maintain records and produce monthly summaries
* Alert Age UK South Lakeland staff to any issues and problems the client may need assistance with.
* Participating in catch-ups and support sessions as required.
* Carrying out tasks according to our policies and standards (in particular confidentiality, equal opportunities, health and safety)
* Working as part of a team and with other Age UK South Lakeland staff and volunteers

**Skills and Experience Required**

* An interest in and empathy with older people
* Encouraging, motivation skills
* Good listening and communication skills
* Understand the need for confidentiality
* Reliability and honesty
* Non judgemental
* Flexible to meet the client’s needs
* Willingness to work according to guidelines and standards, and to take a flexible approach to project requirements

**Time Commitment**

Hours are flexible but will take place during Monday to Friday between 10.00hrs and 16.00hrs by mutual agreement.

**Training Requirements**

Full training will be provided for this role and will include:

* Volunteer Induction Course
* Health and Safety Awareness and Risk Assessment
* Safeguarding vulnerable adults
* Active listening
* Introduction to Befriending
* Basic First Aid

**Responsible to**

The Volunteer Support Officer with responsibility for Befriending. Support in voluntary issues will be provided by the Volunteer Support Officer

**Other Support**

* Use of a car and a full, clean driving license are an essential requirement of this role. Volunteers are responsible for ensuring that their vehicle insurance policy is covered for “Business Use” and the mileage rate paid is intended to cover any extra cost.
* Travel expenses on public transport will be fully reimbursed, on production of a receipt or used ticket as well as any necessary car parking expenses incurred.
* A Disclosure and Barring check will be required for this role at no cost to the volunteer
* There will be opportunities to meet with other volunteers at volunteering events and you will be kept informed about volunteering opportunities available within Age UK South Lakeland.
* Whilst volunteering for Age UK South Lakeland you will be covered by our Public Liability Insurance.

**Information Security**

*“As a Volunteer with Age UK South Lakeland you may see or hear personal information relating to people who use Age UK South Lakeland services, as well as fellow volunteers and employees. You may also see or hear confidential information about Age UK South Lakeland itself. We have policies and procedures that volunteers must follow relating to information security, confidentiality, records management and the handling of personal data which enable us to meet our data protection obligations.*

*Advice on how to respond to a request for information you believe is confidential or sensitive from people or organisations outside Age UK South Lakeland must be sought from your line manager. It is also important that you are familiar with the support network open to you within the organisation should you need to discuss any information you have been given.*

*If you do not follow the organisation’s rules regarding the control of relevant information (Information Governance) we may consider that you have not met our expectations of you as a volunteer, which may lead to your opportunity to volunteer being withdrawn.”*