

Befriending Volunteers Role Description

Background and Purpose

Established during the crisis of the Coronavirus Pandemic Help on Your Doorstep's Befriending Volunteers have proven critical in tackling isolation for people across Islington, but isolation has not gone away. We know that people from all backgrounds can experience loneliness and isolation that can be detrimental to the mental and physical wellbeing of Islington residents.

Befrienders provide companionship, usually by phone, to vulnerable residents known to our service, who are living in Islington. This is a really vital role and will be immensely valuable to residents. A vulnerable person may be someone who is older and has no family around them; be living with a long term mental or physical health problem; or find themselves at an overwhelming crossroads in life, facing changes. Befriending support will usually be offered for up to 6 months, as it aims to build confidence and help people less isolated.

Roles and Responsibilities

1. Undertake Help on Your Doorstep Befriending Volunteers training before commencing volunteering. This is designed to support you around confidentiality and safeguarding issues in this role with vulnerable adults.
2. Keep in regular contact with the resident or residents that you are matched with by phone every two to three days during the period of isolation. Calls may last up to half an hour.
3. Enable the individual to talk about themselves and their lives, and whatever they are concerned about.
4. Encourage the individual to talk by listening carefully and asking open ended questions.
5. Notice whether the individual has particular needs that are not being met and to inform Help on Your Doorstep staff or ask for advice if this is the case.
6. Listen to assistance or referral requests made by individual and inform Help on Your Doorstep staff.
7. Report any significant issues in a timely manner either to the Volunteer Coordinator/ Team Leader at Help on Your Doorstep, or emergency services if it is urgent, dealing appropriately with confidential and sensitive material.
8. Provide a brief log of contacts made to the Volunteer Coordinator by email each week.

Your Commitment to Us

You will offer us a minimum 12 weeks of volunteering support.

You will agree to adhere to our policies on confidentiality, data protection, safeguarding and health and safety and to maintain appropriate professional boundaries.

Help on Your Doorstep's Commitment to you

- We will offer you an initial training session via Zoom and guidance on how to carry out this role safely.
- We will support you individually with any requests or issues that occur by telephone.
- We will offer regular group check-ins via Zoom with the team of volunteers.
- We will provide you with a phone and credit if required, and we will meet any expenses incurred.

No qualifications or experience required, but we are looking for people who are:

- Good listeners
- Good communicators
- Calm
- Sensitive
- Reliable
- Punctual
- Organised

Volunteers will be required to complete an application form and provide a personal reference.