



Care Home Connectors Volunteer Befriender Role Description

Purpose of role

To offer regular one to one befriending to older people who feel isolated living in care homes in the West Norfolk area, working within the boundaries laid down by West Norfolk Befriending.

Desirable qualities

- Listening skills.
- Enjoyment of social contact.
- Ability to motivate/encourage others.
- Sense of humour.
- Honesty and reliability.
- Patience and understanding.
- Ability to work within the boundaries laid down by West Norfolk Befriending.

Key responsibilities

- Willingness to volunteer for a minimum of one year.
- Attend initial induction training and on-going training/socials/regular support sessions.
- Respect client's confidentiality at all times.
- Establish and maintain appropriate boundaries.
- Spend time with client and engage in activities that are mutually agreed upon.
- Inform the care home manager of any concerns about the client.
- Respect different cultural values and work in a non-discriminatory manner.
- To be understanding rather than judgmental about a client's situation and circumstances.

Training

- Initial induction training.
- Ongoing training.
- Regular monthly support sessions.

Benefits

- Opportunities to meet new people.
- Free training and support.
- Increased confidence.
- Giving something back.
- Supporting the local community.
- Helping residents build their confidence.

