

# Volunteer Role Specification

## Role: Volunteer Befriender

### Accountable to:

Service Manager through the Community Services Manager

### Main Tasks:

- To Befriend an older person in their own home.
- To be able to listen and chat to the person.
- Depending on the person's interests and abilities accompany them walking, shopping or leisure activities etc.
- To make a cup of tea if required.

### Volunteers need to:

- Enjoy dealing with the general public.
- Be sensitive, caring and have good listening skills.
- Be reliable and have a responsible attitude.
- Be a good communicator.
- To attend appropriate training.
- To attend quarterly review meetings.
- To report any incidents to Community Services Manager immediately.

### Time Commitment:

This will depend on the needs of the individuals involved.

### Support:

Regular support will be provided by the Community Services Manager and, where necessary, training will be offered.