



Volunteer Role – Befriender

Purpose

The accredited LIC Befriending Service matches people with volunteers who call/ meet in the community/ visit at home regularly for a chat. This social contact helps to increase connection, reduce loneliness and isolation whilst increasing social engagement.

The Befriending Service changed because of the Covid-19 pandemic. A service that was once face-to-face was re-adjusted to a phone-only service. We are now delivering a blended approach to befriending, incorporating both telephone and some face-to-face contact. Including home visits to those who require them, due to their support needs.

Role

Befriending volunteers are matched with a person they call/ meet in the community/ visit at home regularly for a chat to help reduce loneliness and isolation. The key purpose of befriending is to connect people with their local community activities and resources and to encourage independence.

Those matches that will involve some face-to-face contact/ home visits will be organised by prior an agreement between befriending volunteer and the LIC Befriending Coordinator.

Key tasks

- Phone/ meet/ visit your matched person on a regular basis, at mutually agreed time periods.
- Engage in conversation, listen to any concerns or issues of welfare which many come up in conversation.
- Required to keep a mandatory log of all in-person meets/ phone calls and submit information to the LIC volunteer database Beacon, to meet service accreditation standards and LIC policy.
- Respect the autonomy and dignity of your matched person, in line with LIC confidentiality and equal opportunities policies.
- Attend all essential LIC training sessions, e.g., Safeguarding.

Your support

The LIC Befriending Coordinator will be available to provide support and training during your time as a LIC Befriender.

As a LIC Befriender we ask that you, be willing to maintain two-way communication with the Befriending Coordinator to update on progress and report any difficulties or changes to the wellbeing of your match in-line with safeguarding procedures (full training given).

We also ask that you be available for the Befriending Co-ordinator to contact by phone or email, should any difficulties or updates arise with your Befriending match.

The LIC Befriending Coordinator provides ongoing support and supervision to all LIC Volunteer Befrienders. This will require all LIC Befrienders to attend mandatory supervision sessions 3 x times per year (every 4 months), with ongoing support via email/ phone throughout.

If you are matched with a person who has complex needs, additional support will be given.

Skills required for the role

- Confident with cheerful disposition.
- An interest in and an understanding of the Irish community and culture.
- Excellent listening and conversational skills.
- Patient, non-judgemental and emotionally resilient.
- Reliable, committed with good time keeping skills.
- Knowledge of all safeguarding and lone working principles. (LIC to provide training)
- Ability to work unsupervised, using own initiative as required.
- Understanding of the importance of confidentiality and professional boundaries.

Time commitment

Once matched, your time commitment to LIC befriending will involve a minimum of one weekly telephone call/ community meet/ home visit with your match, ideally minimum of 1 hour in length. Times and days will be agreed between volunteer befrienders and their match.

Due to the nature of the LIC befriending service and our client group we encourage our befriending telephone calls to take place during normal office hours (Monday to Friday, 9-5 pm).

If this is not possible, we encourage befriending contact to take place Monday to Wednesday between 5-8 pm and on a Saturday 10am-1 pm. As a LIC Befriender we ask that you follow our "out of hours protocol" for these time periods, full details will be provided.

Volunteers are not expected to undertake any other support to your match unless this has been agreed with the Befriending Co-ordinator.

We ask all our LIC Befrienders to commit to your match for at least one year from introduction.

Recruitment process and training

The recruitment process will involve a video interview (duration 30 min approx.) with the Volunteer Manager /Befriending Coordinator or Team. If accepted as a LIC Befriender, you will be required to complete our befriending induction and training (5 hours approx.). The LIC also requires a DBS certificate (LIC to organise) and you will be required to provide 2 references.

Supported by

- Volunteer Manager > Befriending Coordinator

How to apply

Registration completed via [Beacon](#).

Further Information

- Out of pocket expenses will be covered to pre agreed limits.

If you would like to discuss this role further, please email volunteer@londonirishcentre.org.

WHAT HAPPENS AFTER YOU SUBMIT YOUR APPLICATION?

Registration completed via [Beacon](#).

1. Application reviewed by the team.
2. Telephone or Video interview.
3. Invitation to Befriending information and training requirements session. Information on all other available volunteer roles will also be provided.
4. If successful at Befriending interview and completion of training session: Applicant references collected.
5. Applicant details submitted for DBS checks (enhanced).
6. Fully accepted as a LIC Befriender, you join the team. Sign your Volunteer and Confidentiality agreement.
7. You are "matched" with the most suitable person.
8. Sign your Befriending Service agreement and log your volunteer hours on Beacon.

You are now ready to Volunteer!

Note: Please do tell a friend about us...

If this role is not for you, but you have a friend, family member or past/present colleague who may be interested in this volunteer role, please do forward this volunteer role description to them. THANK YOU!