



## Befriender Role Description | Eden Care UK 2021

### Title:

Befriender

### Summary:

Befriender provides Remote Befriending to their assigned vulnerable service user(s). This will entail calling them regularly and checking up on them, entertaining them and, essentially, being their “friend”. This position helps to support isolated individuals and vulnerable communities and alleviate the burden of loneliness. *Opportunity to Befriend in-person will become available once Covid-19 restrictions are lifted.*

### Reporting to:

Usama Kayani (Programme Manager)

### Duties & Responsibilities:

- Create a positive befriending relationship between yourself and the allocated service user(s), maintaining principles of confidentiality
- Regularly call assigned service user(s)
- Submit a Befriender report after each interaction
- Produce a case study on the assigned service user(s)
- Attend individual and group supervision sessions
- Abide by Health and Safety Regulations and Equal Opportunities Policy
- Fundraise for Eden Care UK whenever possible

### Requirements:

- Aged over 18 years old
- Ability to dedicate at least 1 hour / week
- Willingness to undergo a DBS check
- Positive attitude, punctuality and commitment
- Respect and maintenance of confidentiality and dignity of the service users

### Time commitment:

Flexible; ideally at least 1 hour / week

### **Training, supervision & evaluation:**

- Undergo basic training, either via a webinar or self-learning using provided materials
- Supervision conducted through Befriender reports, case studies, and group supervision sessions
- Quarterly catch up is conducted to assess the progress and discuss any issues

### **Benefits:**

- Rewarding feeling of supporting those who need it the most
- All-rounded support and advice
- Training on interactions with vulnerable communities
- Pastoral care in case of service user passing
- Free DBS check
- Transferrable skills
- Letters of recommendation & references

By the end of the training and selection process, all Befrienders should demonstrate the following:

1. An understanding of the role, responsibility and boundaries of the befriender
2. A commitment of 6 months or more
3. A commitment to the ongoing volunteer training programme
4. An ability and commitment to maintaining records via Befriender reports
5. A commitment to Equal Opportunities
6. Reliability and punctuality
7. A non-judgemental approach and attitude
8. A mature and positive outlook with a good sense of humour
9. Patience, empathy, honesty and sensitivity to past experiences and lifestyles, with ability to share own experiences and expertise
10. Good communication skills, including the ability to listen and the ability to use appropriate conversation techniques
11. An awareness of diversity, different culture and pressures faced by service users
12. Excellent motivational skills and the ability to raise aspirations and spirits
13. Knowing when and where to seek support
14. An ability to work with service user whilst maintaining boundaries and without becoming inappropriately involved