



Coastline

VOLUNTEER PROFILE

POSITION	Befriender Volunteer		
TEAM	Extra Care Team	LOCATION	Miners Court
VERSION	1 st	LAST UPDATED	December 2017

PURPOSE OF ROLE	To befriend and provide companionship to customers based at Miners Court.
------------------------	---

KEY TASKS

1. Visit the customer(s) in their home on a weekly basis for a minimum of 1 hour per week.
2. Provide friendly conversation and companionship over a cup of tea or through accompanying them to an activity (such as a trip to a café).
3. Promote the health and wellbeing of the customer.
4. Value the customer's knowledge, experiences and opinions.
5. Exercise patience and allow sufficient time for customers with speech and language difficulties to verbally express themselves.
6. Exercise patience and allow sufficient time for customers with restricted mobility.
7. Maintain clear and professional boundaries with customers.
8. Report any safeguarding concerns immediately.

DESIRABLE SKILLS

1. Friendly and Approachable
2. Good Communication Skills
3. Good Listeners
4. Reliable

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Establish, develop and maintain effective working relationships with all staff,

volunteers, customers and actively promote the buddy system.

3. Ensure compliance with the Company's Health and Safety policies and procedures.
4. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
5. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
6. Attend and participate in meetings as required, including supervision and training.
7. Undertake specific tasks and projects as requested.
8. Manage personal 'workload'.
9. Carry out relevant tasks appropriate to this role.
10. Comply with the relevant Company and Group policies and procedures which relate to volunteers.

REPORTING

- Reports to: Extra Care Registered Manager and Client Development and Volunteer Worker.

CONTACTS

Internal

- Homes and Communities Theme Lead
- Extra Care Registered Manager
- Extra Care Team Deputy Managers & Staff
- Client Development and Volunteer Worker
- Volunteers

External

- External agencies (statutory and voluntary)