

Volunteer Role Description: Community Befriender



Middleport Matters Community Trust is a local organisation supporting residents and businesses in the area of Middleport, Longport and Dalehall (Stoke on Trent). We are a not for profit organisation aiming to improve social cohesion, reduce isolation and support positive changes in the local area.

Middleport Matters is working in partnership with The Hubb Foundation to reduce social isolation in the community and improve the health, wellbeing and loneliness of residents that can lead to poor mental and physical health. Volunteers within this project (The Hubb Club) will befriend individuals, foster good relationships and support them through weekly phone calls and/or visits.

The role of befriender is very flexible, with a suggestion for volunteers to support their 'friend' for a minimum of 1 hour per week.

What's in it for you?

- A warm welcome into a friendly and dedicated team
- The chance to meet new people
- Improve your confidence and interpersonal skills
- Develop your experience working in communities and supporting people
- Training and development opportunities with certificates to keep
- The chance to make a valued contribution to people's lives

What's involved?

- Befriending individuals with the aim to reduce social isolation
- Using the appropriate methods to meet people's individual needs e.g. Home visits, phone calls, shopping, signposting to other services/agencies
- Maintain weekly support for a minimum of 12 weeks
- Record details of each contact/visit either electronically or on paper

The safety of our team is extremely important to us. All home visits will be risk assessed before taking place and all volunteers will be accompanied on their first visit. Volunteers will visit our community hub to collect (and return) a volunteering lanyard and mobile phone before all visits. Volunteers will have access to ongoing support from the team.

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What skills and experience do you need?

There are many qualities beneficial to becoming a strong and valuable Befriender. Volunteers need to be:

- Good listeners
- Able to approach new people without prejudice
- Able to offer a caring and understanding presence
- Honest and trustworthy
- Empathetic and compassionate
- Friendly and warm
- Committed and reliable
- Respectful of confidentiality

If you're unsure of your suitability of becoming a Befriender, please contact us for a friendly and informal chat.

Other Info:

- You need to be at least **18 years** of age to volunteer with us in this role.
- An enhanced DBS check will be required for this role but will not necessarily prohibit suitability for any person applying.

