

Volunteer Role Profile – Community Companions

ROLE TITLE: Community Companion

REQUIREMENTS OF THE ROLE

- To spend quality time building relationships with people over 65 in the North Bradford area
- You will need to be able to travel to and from your client's home
- You will need access to a mobile telephone
- Have a good understanding of local community programmes or be willing to research these for your client
- Promote self-care and engage lonely, socially isolated and depressed individuals within the community
- If you have any kind of impairment or disability that may require specialist equipment/ support, please highlight this on your application form and we will discuss with you
- We ask our volunteers to commit to 1 hour per week or 2 hours every 2 weeks to befriend one person 65 and over, for the minimum of 12 weeks. Once the client no longer requires one to one support, volunteers can be re matched
- Undertake a 3-month probationary period
- Attend an informal interview with Mind in Bradford
- Undertake training sessions which will be discussed as your application progresses
- Agree to a DBS (Disclosure Barring Service check) and provide references
- Agree to an observation every 4 weeks, by the Volunteer Coordinator at Mind
- Report any problems encountered during your befriending to the Volunteer Coordinator at Mind in Bradford
- Develop and maintain appropriate boundaries of confidentiality with other volunteers and clients
- From time to time complete further training as necessary to support your volunteering role
- Give notice where possible of any absence/ holidays, so your befriending can be covered or rearranged.

BOUNDARIES OF THE ROLE

As a volunteer both your own safety and the client's is important and we ask that you keep to the clearly defined boundaries of your role.

Some important points to remember are:

- Respect the client's confidentiality by not discussing them, friends, family or other volunteers. Their details should only be discussed with the Volunteer Coordinator at Mind in Bradford

- Do not give out your personal contact details. Giving out your personal contact details could lead to the client contacting you at inappropriate times, which could make situations awkward for you both
- No gifts should be accepted, that are offered by the client, their family or friends. Under no circumstances should the volunteers become party to being involved in the client's will
- If the client asks you for recommendation for services (plumber, electrician etc) please signpost them to the Volunteer Coordinator at Mind in Bradford.

VOLUNTEER PERSON SPECIFICATION

Knowledge/ understanding

- A genuine desire to support people 65 and over
- To gain a basic understanding of older people's needs and interests
- Appreciation of issues those 65 and over face (i.e. isolation)
- An understanding of confidentiality
- An understanding of the need to maintain safe working boundaries
- A general knowledge of the local community groups for those 65 and over

Skills/ abilities

- Understanding, sensitivity, warmth and a willingness to listen
- Be punctual, organised and reliable
- Ability to support and be non-judgmental regardless of the client's age, race, sexuality, religion or disability
- A flexible and understanding approach to working with the client's needs, that may vary or change overtime
- Be willing to learn from your experience and others' experience
- Ability to communicate well both verbally and non-verbally
- Commitment to enabling and empowering others
- Be willing to locate local community groups / activities for those 65 and over
- Willingness to run sessions in the local community, if the need is identified
- A good sense of humor, with the ability to share and enjoy conversation
- Willingness to undertake training and supervision as and when required