

Befriending Volunteer

Role overview:

Outline of the role:



Our Befriending Volunteers provide support to Unpaid Carers through over the phone friendship calls, meeting in the community, helping with tasks around the home and with shopping.

What we are looking for:



- Empathetic people who are passionate about supporting people with caring responsibilities.
- An understanding about who an unpaid carer might be, or a willingness to learn;
- People who are warm and friendly, and enjoy chatting with people;
- Access to a phone or computer for making calls with a client
- Someone who is able to commit to a regular volunteering day (at least once a week);
- Following Cardiff Council policies and procedures.
- Kind and respectful to others.
- Flexible and adaptable.

**For more details about the duties and responsibility of the role,
please read the role profile below.**

Volunteer Role Profile

Volunteer Role Title: Unpaid Carers Befriending Volunteer

Main contact: Catriona Brown/Phoebe Wilson

Location of volunteer role: Across Cardiff

Special Requirements:

- An understanding, or willingness to learn, about unpaid carers and who can support them;
- Volunteers will undergo a DBS check;
- The ability to fluently speak more than one language is desirable but not essential;
- The ability to commit to at least 12 sessions working with a carer.

Outline of duties and responsibilities:

Volunteers can choose to support clients in one or more of the following ways:

- Making weekly phone calls / video calls / home visits to clients to provide friendship;
- Sharing services with clients who can give them other kinds of support that they might need;
- Going shopping for the client;





- Low level cleaning tasks including dish washing, vacuuming and dusting;



- Low level gardening tasks including lawn mowing and watering plants;



- Reporting meetings back to your Volunteer Mentor;



- Following relevant safety procedures in place for your volunteer role;



- Meeting with your Volunteer Mentor to talk about how your volunteering is going and how we can support you.



- Going to optional training sessions relevant to your role;

Essential training for the role includes:

1. Introduction to Cardiff Council and the Unpaid Carers Befriending Volunteer role;
2. Unpaid Carers Befriending Volunteer Skills training.

What we offer:

- Provide you with a reference after 10 hours of volunteering;
- Provide you with a Volunteer Mentor who will support you during your time with us and help you to achieve your volunteering goals;
- Access to Cardiff Council's Adult Learning training package;
- Access to Cardiff Council's employee wellbeing services

Accessibility statement

The role can be completed from home or out in the community. We can adapt the role, or match you with a client, that is suited to your needs.